



Student Satisfaction on Resource Centre's Services and Facilities in National Institute of Fashion Technology, Gandhinagar

Abstract

This research paper describes user's satisfaction of services and infrastructure provide by the National Institute of Fashion Technology, Gandhinagar. The aim of the study is to evaluate the services and infrastructure, which the resource centre provides and find out the users satisfaction among the students of NIFT, Gandhinagar.

Keyword: *User's Satisfaction, Services, Facilities, Infrastructure, NIFT, Student Satisfaction*

Introduction

National Institute of Fashion Technology, Gandhinagar campus established in the year 1995. NIFT, Gandhinagar holds the distinction of being a center of excellence in fashion education in the retail hub of India. National Institute of Fashion Technology, Gandhinagar currently offer undergraduate Programme in "Fashion Design", "Textile Design", "Accessories Design", "Fashion Technology" (Apparel Production) and "Fashion Communication" as well as Post Graduate Programme in "Fashion Management Studies" and "Fashion Technology". The Institute also offers a continuing education programs like Garment Production Technology and Apparel Design (GPTAD), Jewelry Design and Basic Manufacturing, Basic Photography, Fashion Fabric – Design and Development [1].

According to Britannica, "Library, traditionally, collection of books used for reading or study, or the building or room in which such a collection is kept. The word derives from the Latin *liber*, "book," whereas a Latinized Greek word, *bibliotheca*, is the origin of the word for library in German, Russian." [11] Nowadays, with increase in the publications in various forms, library is not only library it becomes a resource centre. NIFT Resource centre is a specialized library. The resource centre is the nodal centre of information at National Institute of Fashion Technology. It has integrated collection of garment, accessories, textile collection, fabric swatches, jewelry, books, journals, fashion forecast, color panton and audio visual materials, etc. Resource centre is a key wing of the institute which is consists of library wing and material wing.

Resource Centre plays vital roles in the society. It is a hub of information. NIFT library is not only a library. It is a special library of the field of the design, technology and management. It is a one kind of museum as well as the library. Resource Centre plays indispensable role in providing information services and resource to assist their users. Users should be satisfied with the services and resources provides by the resource centre. It is essential to know satisfaction level of users, to upgrade various services and resources of the resource centre.

Literature Review

Ghuman and Kaur (2012). "User's Satisfaction of Services, Resources and Facilities of Guru Nanak Dev University Library: A Survey". In this paper they discussed user's satisfaction of services, resources and facilities of Guru Nanak Dev University Library. The investigator collected data using questionnaire method. The present study used random sampling. It is found that, number of textbooks, number of computers and photocopy machines and reading halls equipped with AC and heaters facility needs to be improved [11].

Motiang, Wallis and Karodia (2014). “An evaluation of user’s satisfaction with library services at the University of Limpopo, Medunsa campus (Medical University of southern Africa)”. In this paper, they evaluated user’s satisfaction with library services at the University of Limpopo, Medunsa campus. Questionnaire method was used for the data collection. It is found that users do visit the library frequently, make use of the books, they are satisfied with library hours, registration process and attitude of the staff members. It was drawn that there are some areas that need attention like the increase of book and journal collection, availability of photocopy machines, improvement of the internet service, increase of library hours and improvement of the services from library staff^[IV].

Munshi, Ansari and Shikoh (2017). “Assessment of infrastructure and services in Maulana Azad library, Aligarh Muslim University: Issue and scope of improvement”. In this paper, they assessed infrastructure and services in Maulana Azad library, Aligarh Muslim University. For the collection of data structured questionnaire was designed. The findings indicate that many library users are satisfied with the library services and infrastructural facilities provided by library, nonetheless still there are some services and facilities need an improvement. It was found that especially postgraduate and undergraduate students are lack of aware about some of the services; therefore, it is necessary to organize user awareness programs^[V].

Tiemo and Ateboh (2016). “Users` Satisfaction with Library Information Resources and Services: A Case Study, College of Health Sciences Library Niger Delta University, Amassoma, Nigeria. This paper investigated users' satisfaction with library information resources and services at the College of Health Sciences (CHS) library Niger Delta University, Nigeria. The survey method was adopted for data collection. It was found that, users were satisfied with the lending services of library, renewal of library materials and longer hours of internet services in the library. It was also revealed in the study that users were dissatisfied with the limited reference materials in their various subject areas, national and international journals because they were not up to Date^[VI].

Verma and Lalrokhawma (2018). “User’s satisfaction with library resources and services: A case study of Lunglei government collage library”. In this research paper, they study regarding user’s satisfaction of resources services of Lunglei government collage library. For data collection, they used survey method and questionnaire was designed and used random sampling. They found that, users of Lunglei Government College library are satisfy with library resources and services but at the same time there are some areas which need to be improved in the resources and services provided by the library particularly in e- books, e- journal, periodical, etc. It was also surprising that in age of ICT Internet has changed the way of education system and become most important means of accessing and disseminating information, no respondents are using resources (e-book & e-journal). Library should take initiative to make awareness about e-resources among users so that they can start to use and benefited. UGC and MHRD has already taken many initiatives to promote the use of e-resources and INFLIBNET centre also conducting awareness program in this context but library cannot be sustain without e-resources in present digital environment^[VII].

Objective

1. To investigate the purpose and frequency of library visits.
2. To know the use of resources.
3. To know the services provide by the Resource Centre.
4. To find out the satisfaction level about library collection and physical facility.
5. To find out the adequacy of information resources in the resource centre.

Scope and Limitations

The scope of the study will cover only students of the National Institute of Fashion Technology, Gandhinagar. The study will not cover the other users such as faculty, external member, individual members, etc. of the resource centre NIFT, Gandhinagar and also not cover the other Resource Centre of National Institute of Fashion Technology from the all over India.

Methodology

For the purpose of study, to collect information from students, questionnaire method is used. Total 250 questionnaires distributed among the students of NIFT, Gandhinagar and received back 156 questionnaires. Data obtain from the students were analyzed and presented in to the table and interpretation is given below the table. Microsoft Excel 2010 has been used for the data tabulation and presentation.

Analysis of Data

Detailed analysis and presentation of data are as follow;

1. Gender Wise Distribution

Table 1 shows that how many male and female uses the resource centre. It is indicate that out of 156 respondents 89 (57%) respondents are female and remaining 67 (43%) respondents are male.

Table 1: Gender Wise Distribution

Sr. No.	Gender	Number of Users	Percentage (%)
1.	Male	67	43
2.	Female	89	57
	Total	156	100

2. Course Wise Distribution

Table 2 indicates the distribution of respondents according to course. It is clearly shown from the table that, 66 (42%) respondents are from B. Des. Fashion communication course while 30 (19%) students are from B. Des. Fashion Design, 28 (18%) students are from B. Des. Accessory Design, 20 (13%) students are from B.F.Tech. Apparel Production and only 12 (8%) students are from B. Des. Textile Design course.

Table 2: Course wise Distribution

Sr. No.	Course	Number of Users	Percentage (%)
1	B. Des Accessory Design	28	18
2	B. Des Fashion Communication	66	42
3	B. Des Fashion Design	30	19
4	B. Des Textile Design	12	8
5	B.F. Tech Apparel Production	20	13
	Total	156	100

3. Frequency of Library Visit

Below table 3 shows, frequency of library visit by the students of National Institute of Fashion Technology, Gandhinagar. It is clearly shown that, out of 156 students, 60 (38%) students are visit resource centre as and when needed while 35 (22%) students are twice a week, 30 (19%) students are weekly, 20 (13%) students are daily, 6 (4%) students are monthly and only 5 (3%) students are visit resource centre fortnightly.

Table 3: Frequency of Library Visit

Sr. No.	Frequency of Library Visit	Number of Users	Percentage (%)
1	As and when needed	60	38
2	Daily	20	13
3	Fortnightly	5	3
4	Monthly	6	4
5	Twice a week	35	22
6	Weekly	30	19
	Total	156	100

4. Purpose of Using Library

Table 4 indicates the distribution of users according to purpose of using library. It reveals that, 150 (96%) students are using library to consult reference book, while 146 (94%) students are using library to read books, newspapers, magazine, 136 (87%) students are using library to borrow and return the books, 132 (85%) students are using library to complete their class room assignments, 56 (36%) students are using library to getting reference service, 43 (28%) students are using library to taking photocopy, and very few students are using library to forecast and trend study, scanning and printing, study peace fully, use of computer and internet access, use of material wing product, etc.

Table 4: Purpose of Using Library

Purpose of Using Library	Number of Users (N=156)	Percentage (%)
To Borrow and Return the Books	136	87
To read Books, Newspapers, Magazines, Reading Materials	146	94
To consult reference books	150	96
To get reference service	56	36
To complete class room assignments	132	85
Photocopy	43	28
Forcaste and Trend Study	1	1
Place of AC	2	1
Scanning and Printing	1	1
Study Peace Fully	1	1
Use of Computer and Internet Access	3	2
Use of Material Wing Product	1	1

Users are permitted to tick More than one answer.

5. Use of Resources

Table 5 indicates that the resources used by the students of NIFT, Gandhinagar. It is quite clear from the table, 148 (95%) students are used reference books followed by 95 (61%) used text books, 93 (60%) students are used craft documents, 80 (51%) students are used graduation reports, 78 (50%) students are used promostyle, 70 (45%) students are used journals and project reports, 65 (42%) students are used newspaper, 69 (44%) students are used fabric swatches, 25 (16%) accessories, 20 (13%) students are used jewelry, 10 (6%) students are used garment and costumes and only 5 (3%) students are used CD/DVDs.

Table 5: Use of Resources

Use of Resources	Number of Users (N=156)	Percentage (%)
Text Books	95	61
Reference Books	148	95
Journals	70	45

Craft Documents	93	60
Graduation Reports	80	51
Project Reports	70	45
Promostyle	78	50
Newspaper	65	42
CD/DVDs	5	3
Fabric Swatches	69	44
Jewelry	20	13
Accessories	25	16
Garments and Costumes	10	6

Users are permitted to tick More than one answer.

6. Adequacy of Collection

Table 6 and 7 indicates the adequacy of print and non-print collection in the resource centre. It is observed from the collected data that, print collection like, general book, reference book, periodical, newspaper, promostyle and color Pantone are adequate in the resource centre and non-print collection like, fabric swatches, jewelry, accessories and garment costumes are also adequate in the resource centre while collection of CD/DVDs are inadequate in the resource centre of NIFT, Gandhinagar.

Table 6: Adequacy of Print Collection

Adequacy of Print Collection	General Books	Percentage (%)	Reference Books	Percentage (%)	Periodicals	Percentage (%)	Newspapers	Percentage (%)	Promostyle	Percentage (%)	Color Pantone	Percentage (%)
Adequate	135	87	133	85	123	79	136	87	140	90	130	83
Inadequate	21	13	23	15	33	21	20	13	16	10	26	17
Total	156	100	156	100	156	100	156	100	156	100	156	100

Table 7: Adequacy of Non Print Collection

Adequacy of Non Print Collection	CD/DVD	Percentage (%)	Fabric Swatches	Percentage (%)	Jewelry	Percentage (%)	Accessories	Percentage (%)	Garment and Costumes	Percentage (%)
Adequate	66	42	114	73	91	58	94	60	109	70
Inadequate	90	58	42	27	65	42	62	40	47	30
Total	156	100	156	100	156	100	156	100	156	100

7. Service Provide by the Resource Centre

Below table 8 gives the information regarding service provides by the resource centre in NIFT, Gandhinagar. Resource Centre of NIFT, Gandhinagar are provided following various information services to the users.

Table 8: Service Provides by the Resource Centre

Services	Number of Users (N=156)	Percentage (%)
Issue and Return	146	94
Reservation	23	15
Forecasting	63	40
Photocopying	82	53

Interlibrary Loan	10	6
Reference Services	77	49
Newspaper clipping	54	35
Color Pantone	69	44
Alerting Service through Social Media	21	13
E-mail Service	56	36
Online Database Services	60	38
Reading Service	93	60

8. Satisfaction with Collection and Physical Facility Provide by the Resource Centre

Table 9 reveals the satisfaction level of students of NIFT, Gandhinagar with collection and physical facility of resource centre. It is clearly shown from the table, satisfaction level of students of NIFT, Gandhinagar with print collection is good that is 92 (59%), while 60 (38%) students are said that print collection of is excellent and only 4 (3%) students are said that print collection is poor in the resource centre. 104 (67%) students are said that non-print collection of resource centre NIFT, Gandhinagar is good while 40 (26%) said excellent and 12 (8%) said non-print collection of resource centre is poor. It is also observed from the table, that satisfaction level of students of NIFT, Gandhinagar with physical facility of resource centre is good that is 99 (63%) followed by 44 (28%) excellent, 13 (8%) poor.

Table 9: Satisfaction with Collection and Physical Facility

Satisfaction Level	Print Collection	Percentage (%)	Non Print Collection	Percentage (%)	Physical Facility	Percentage (%)
Excellent	60	38	40	26	44	28
Good	92	59	104	67	99	63
Poor	4	3	12	8	13	8
Total	156	100	156	100	156	100

Major Findings

- Majority of the respondents are female.
- Students of NIFT, Gandhinagar does not visit the library regular. Only 13% respondents are visiting the library daily.
- It is found that, most of students of NIFT, Gandhinagar are used Reference book, Text book, Craft documents, Graduation Reports, Promostyle, etc.
- Consult reference books, to read Books, Newspapers, Magazines, Reading Materials, Borrow and Return the Books, complete class room assignments are main purpose to visit the library by the students of National Institute of Fashion Technology Gandhinagar.
- The result depicted that, resource centre of NIFT, Gandhinagar provides various innovative services to their students.
- It is found that, resource centre has to enhance CD/DVDs collection because students said, CD/DVDs collection is inadequate.
- It also found that, student's satisfaction level with print collection, non-print collection and physical facilities of resource centre is good.

Conclusion

This study has presented information on the users' satisfaction towards the library Services, resources and collection of Print and non-print materials. These findings can be helpful for the management of NIFT. It is hoped that the information produced through this study will be made use of, to improve library services and for the betterment of the resource centre of National Institute of Fashion Technology.

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