

CHAPTER- 6

FINDINGS, CONCLUSION AND SUGGESTIONS

6.1 INTRODUCTION

The study was conducted to find the status of total quality management in womens' university libraries in India. This chapter concludes the result of the data analysis and observations of the research. It presents the major findings of the study with reference to the objectives of the study with testing of hypotheses and attempting some suggestions also. The following findings are purely based on data which collected through questionnaire from the University librarian, library staff and users.

6.2 FINDINGS

From University Librarian:

The study has covered the total number of universities exclusively for womens' in India at present. The study found that the first womens' university in India had established in 1916 however only 10 womens' universities has established out of 677 universities in India till now. The status of 10 universities exclusively for womens' including 6 state universities, 2 deemed universities and 2 private universities in India. 5 womens' universities found in south India which covered Maharashtra, Karnataka, Andhra Pradesh and Tamil Nadu states whereas 5 womens' universities found in north India which covered Delhi, Haryana and Rajasthan states. The 10 womens' universities out of 677 universities in all over India looks very least number of universities, therefore the study suggested to established more universities for womens' in future. At least one womens' university should be established in each state of India. It is necessary in respect of population and womens' education in India.

The study found that all womens' universities have separate building for central library. SPMV library building is the largest building founded compared to other libraries, which has 38486 sq.ft. area with 600 seating capacity in study room and 300000 documents storing capacity in stack room. BU library is the second largest building which covers 33829 sq. ft. area and 400 seating capacity, while BPSMV library has found the smallest building of library which covered only 928 sq. ft. area in university.

The study found that only three womens' universities have librarian in their libraries, four libraries have deputy librarian, majority of libraries have assistant librarian and professional assistants as professional staff in womens' universities. All the libraries have library attendants. Majority of library have peons but three libraries have library assistants and only one library has accountant as non- professional staff.

Regarding to library staff strength, BU library has the highest no. of professional staff and non- professional staff. In other universities the lack of staff has found in libraries. BU library accepted that it has adequate staff but other libraries are suffering with the problem of inadequate staff.

The study found that all the libraries of womens' universities have adequate collection. BU library has the largest collection of printed documents and AU library has the second highest collection, while IGDTUW library has the least collection in printed documents. For the non-printed collection MUST library has the largest collection of e-resources. SPMV and MTWU libraries have the least collection of e-resources. Only three libraries have special collection rather than other libraries. Most of libraries don't have audios and video films in e- collection. On the progress of collection development the study has found the enlargement of new books which have

added in the libraries since five years. BU library has added the largest collection of books and SPMV library added the least collection of new books. Most of libraries are increasing their collection yearly.

The study found that all the libraries are automated in womens' universities. These are using the library automation software as SLIM, LIBSYS, SOUL, KOHA and NEWGENLIB. All the libraries have computer lab for users and facilitate the Internet access. Only two libraries provide Wi-Fi facility to users. Majority of library have digital library also. These are the members of WAN i.e. J-GATE PLUS, UGC-INFONET, DELNET and INFLIBNET. All the libraries provide hand- on- training to users regarding to use of e- resources.

Majority of library provide link from home page of library websites to promoting the use of e- resources and also conducts orientation programs for users. All the libraries are improving their services with the use of IT applications.

Approximately all libraries of womens' universities provide various library services to their users with more additional services i.e. generate reminder for overdue books, recent addition list, access to internet in library and access to e- journals in library. All the libraries provide user education to use library services i.e. to use catalogue, to find documents from the selves, to user OPAC, to use e-resources, to access Internet etc. All the libraries provide training to staff and organize book exhibition. All the libraries are based on user focus and achieving improvement in regular process. Majority of library are satisfied with utilization of library resources.

The study shows the library budgets since five years to ensure the progress of library collection, services and maintenance. Seven libraries have presented their budget out of nine libraries. The study found that two libraries are increasing their

budget allocation continuously since 2010-11 to 2014-15 and other libraries are getting ups and downs in their budget. The largest amount of budget allocation has found for BU library and the smallest budget found for KSWU library. Majority of library expends the budget to purchase new books and to subscribe periodicals every year. The expenditure on books and periodicals is increasing. It means the libraries are growing in their collection of books and periodicals continuously. Three libraries are expanding their budget on all the particulars as books, periodicals, IT Infrastructure, staff salary and maintenance of library yearly.

All the libraries have library committee. Libraries conduct the committee meeting to manage their services properly according to their own committee circulation. All the libraries have their library rule book and majority of library have committee circulation. Majority of library do not have library policy and library manual in library management documents. Majority of library open at 8 O' clock or 8:30 am but closing time is different, BU library opens for 13 hours in a day. Majority of library provide services for all 7 days of a week.

The study found that only two libraries are following TQM principles partially while rest of the libraries given more than one reasons for not implementing TQM as inadequate knowledge about TQM; costly and long term process and insufficient budget. Both the libraries achieved following benefits i.e. the users satisfaction has increased, services delivered on time, work satisfaction has increased, achieving team work, quality of services improving continuously, decreased the cost and work delay after follow TQM. These libraries are admitted that the library image has increased after adopting TQM.

None of the libraries is certified with ISO 9000 series in womens' universities in India and none of these has received any quality award. Only one library uses

planned action in quality tools while other libraries are not using any quality tools. Four libraries are planning to implement TQM application in future to achieve many goals i.e. to continuous improvement in library services, to improve quality, to achieve quality culture, to satisfied users, to satisfied staff, to achieve excellence in services at low cost.

From Library Staff:

The study found that majority of staff is satisfied with quality in job according to response as 45.64% is agreed and 39.88% is strongly agreed. Majority of staff is satisfied and admit that they get leave when need them while 22.58% staff is strongly disagreed on this issue. Majority of staff is strongly disappointed with facilities in library according to response as 37.64% disagree. The two major issues were founded about dissatisfaction of library staff, one is for leave and second one is facilities for staff. The study suggested that it is essentially required to take attention on these issues.

Majority of library staff is strongly satisfied with job management according to response as 40.25% is agreed and 37.52% is strongly agreed. Majority of library staff is agreed with 44.94% response to achieving opportunities for human development during the job. Majority of library staff is strongly satisfied with the response of 45.68% is agree and 29.42% is strongly agree on training facilities to staff provided by womens' university libraries. The study found that 40.24% staff is strongly agreed and 44.24% staff is agreed and comfortable to work with computerized library in womens' universities. The lack of computer skill has found as the major barrier to work in computerized library according to the response as 34.51% staff is strongly agree and 21.18% staff is agree. Lack of proper technical

environment and lack of technical qualified staff are also found as the big barriers in computerized library.

From Library Users:

Majority of user use library for getting book issue and return according to response of 71.34%, it is the main purpose has found to use library. Some other purposes have found according to responses as 43.88% for searching course materials and 38.96% to read newspapers. It is found that 37.96% user strongly satisfied and 32.53% user is satisfied with all the physical facilities available in womens' university libraries. Majority of user are fully satisfied with some of physical facilities as reading room, lighting, study environment, library timing, seating arrangement, fans and cleanliness while users are dissatisfied also on these facilities as computer lab, equipments and drinking water facilities in womens' universities.

The study found that majority of user are satisfied with the adequate collection of printed documents according to response as 33.48% satisfied and 27.43% are strongly satisfied. For non- printed collection 26.66% users satisfied and 21.66% users strongly satisfied with e-resources in library. 22.92% users for printed collection and 23.13% for e- collection are neither agree nor disagree which response could not be avoided. These responses indicate that users are not completely aware about various forms of total collection that are available in their libraries.

The study found that 23.05% user is strongly satisfied, 27.96% user is satisfied while 22.21% user is neither agree nor disagree on library services which are providing in womens' universities. According to the users' opinion 33.57% user is satisfied, 25.78% user is strongly satisfied while 23.62% users is neither agree nor disagree on right time delivery of library services to the users. The response on

neither agree nor disagree indicates that the users are not aware about all the services of library and they do not use the library services completely.

30.49% user is strongly satisfied and 36.33% user is satisfied with good behavior and helping attitude of library staff. Users feel free to communicate with staff regarding to their need and they get help instantly by the library staff.

The major difficulties have found in Internet services as inadequate equipments, lack of knowledge for using Internet, uncomfortable environment, slow speed of Internet and lack of maintenance. The responses are as 22.03% users is agree, 16.93% users is strongly agree and 21.96% users is neither agree nor disagree on the above difficulties in internet services provided by libraries.

6.3 TESTING OF HYPOTHESES

The hypotheses were formulated according to the objectives of the research to answer the research problem. They were tested using Chi-Square test with the help of quantpsy tool for statistics.

H₁: Most of library of womens' universities have adequate collection of print and non- print documents.

The hypotheses were tested using chi-square test. Table 5.20 shows that there is a significant difference in the view of library collection with regards to printed documents of different universities at level of significance $\chi^2 = 115777.101$ and $p = 0.000 (\leq .05 \text{ significant})$. Table 5.21 shows that there is a significant difference in the view of library collection with regards to non- printed documents of different universities at level of significance $\chi^2 = 15168.021$ and $p = 0.000 (\leq .05 \text{ significant})$. Table 5.23 shows that there is a significant difference in the view of library collection

in every year with regards to addition of new books per year in different universities at level of significance $\chi^2 = 16594.306$ and $p = 0.000 (\leq .05 \text{ significant})$. Table 5.59 shows that there is a significant difference in users' opinions on printed collection at level of significance $\chi^2 = 363.140$ and $p = 0.000 (\leq .05 \text{ significant})$. Table 5.60 shows that there is a significant difference in users' opinions on non- printed collection at level of significance $\chi^2 = 135.315$ and $p = 0.000 (\leq .05 \text{ significant})$.

The result revealed that the alternative hypothesis was accepted.

H₂: Most of libraries provide qualitative services to users.

Table 5.25 and table 5.26 shows that all the womens' universities provide almost all the traditional and IT services in library. Table 5.27 shows that all the libraries provide user education to use library services. Table 5.28 shows other activities provided by libraries as training to staff, conferences/ seminars and book exhibition. Table 5.29 shows that all the libraries provide services based on user focus and they are in regular process improvement. Table 5.36 shows that majority of libraries open 7 days in week even Sunday also and provides their services. Table 5.47 shows that there is a significant difference in opinions of library staff with regards to job satisfaction in different universities at level of significance $\chi^2 = 90.905$ and $p = 0.000 (\leq .05 \text{ significant})$. Table 5.62 shows that there is a significant difference in users' opinions about satisfaction with library services at level of significance $\chi^2 = 60.346$ and $p = 0.00670 (\leq .05 \text{ significant})$. Table 5.63 shows that there is a non- significant difference in users' opinions about satisfaction with delivery of library services at level of significance $\chi^2 = 2.0621$ and $p = 0.724345 (\geq .05 \text{ non- significant})$.

The result revealed that the alternative hypothesis was accepted.

H₃: Level of management of library services in womens' universities is good.

According to tables 5.31, 5.32, 5.33, 5.34 and table 5.35 all the libraries have library committee. All the library committees consider users' opinions before purchase of documents in different way as through users' meetings, through book suggestion slip and ask to recommend books. Almost all the libraries have management documents as library rules, committee circulation, library policy etc. Table 5.46 shows that there is a significant difference in opinions of library staff with regards to satisfaction with quality in job in different libraries of womens' universities at level of significance $\chi^2 = 111.774$ and $p = 0.000 (\leq .05 \text{ significant})$. Table 5.49 shows that there is a significant difference in opinions of library staff with regards to satisfaction with job management in different libraries of womens' universities at level of significance $\chi^2 = 62.789$ and $p = 0.00092 (\leq .05 \text{ significant})$.

The result revealed that the alternative hypothesis was accepted.

H₄: Most of library staff needs training to adopt new technology in library services.

Table 5.51 shows that there is a significant difference in opinions of library staff with regards to statements on attitude towards computerized library in different womens' universities at level of significance $\chi^2 = 44.995$ and $p = 0.000 (\leq .05 \text{ significant})$. Table 5.52 shows that there is a significant difference in availability of training facilities of libraries different womens' universities at level of significance $\chi^2 = 57.444$ and $p = 0.000 (\leq .05 \text{ significant})$. Table 5.53 shows that there is a significant difference in opinions of library staff with regards to statements on difficulties in application of computerized library among staff different womens' universities at level of significance $\chi^2 = 73.765$ and $p = 0.000 (\leq .05 \text{ significant})$. Table 5.64 shows that there is a significant difference in users' opinions on difficulties in use of internet

services in libraries in different womens' universities at level of significance $\chi^2 = 96.529$ and $p = 0.000 (\leq .05 \text{ significant})$.

The result revealed that the alternative hypothesis was accepted.

H₅: Most of libraries of Womens' University have efficient infrastructure facilities.

According to table 5.2, 5.3, 5.4, 5.5 all the libraries have separate buildings with stack room, study room, periodical room etc. all the libraries have automated with library server. They provide computerized services, internet, LAN, Wi-Fi facilities to their users. Almost libraries have digitized and they access from WAN. Table 5.48 shows that there is a significant difference in opinions of library staff with regards on appropriate facilities in libraries of womens' universities at level of significance $\chi^2 = 38.977$ and $p = 0.000 (\leq .05 \text{ significant})$. Table 5.58 shows that there is a significant difference in users' opinions on satisfaction with the physical facilities available in libraries to users at level of significance $\chi^2 = 682.239$ and $p = 0.000 (\leq .05 \text{ significant})$.

The result revealed that the alternative hypothesis was accepted.

6.4 CONCLUSION

TQM is an organization wide activity that has to reach every individual within an organization. In university library TQM covers library management system to manage the library services; library products i.e. books and other documents; library services to continuous improvement; library staff to participate as a team work and library users to customer satisfaction dimension.

TQM unites theories, tools and organizational models developed over the time in Japan, European and US industries. In simple terms it refers to a system of continuous improvement centered on customer's need. TQM is not completely new

technique for libraries, because libraries are already user centered and effort for continuous improvement. However, TQM offers a much proper and systematic approach for focusing on continuous improvement.

The study was conducted to know the status of TQM in the central libraries of womens' universities in India at present. The study concludes that a very least number of womens' university was found in all over India. All womens' universities have libraries but some of these are not in well maintained condition. Banasthali University library has rated as the best library through the survey. Banasthali University has well maintained building; it has the largest collection, maximum library staff, highest score in user's satisfaction and it is improving continuously compare to other libraries of womens' universities.

In other womens' universities the central libraries are not in well maintained situation, these are suffering with the problem of lack of manpower. All the libraries are providing various services to users but users are not completely satisfied with library services. Students use library only for books issue or return but they do not utilize other services of library appropriately. Libraries have adequate collection but users are unable to find and use all its' collection. All the libraries are adopting new technologies rapidly and providing computerized and digitized library but users are not completely satisfied with that.

Total Quality Management (TQM) is one of such technique which is followed for the continuous improvement and maintenance of the libraries. Therefore, it is essential for library professionals to understand core concepts, methods and techniques used in TQM. Library activities cover acquisition, processing and dissemination of information but user satisfaction is vital to its activities. Therefore,

the implementation of ISO 9000 in library could be fairly helpful for providing quality services to its users. The ISO 9000 series of standard must apply in libraries for quality management. In libraries it defines the criteria for measurement with standard series as ISO 9001 deals with design and development, ISO 9002 involved production, installation and library services and ISO 9003 is to examine the quality.

Womens' university libraries are in managed form according to librarian but from users' dimension these are not in updated condition. User's satisfaction is the main objective of any library. The study found at the user's satisfaction level, that is all the libraries need to be managed and updated their services and collections regularly. All the libraries need to implement TQM application for betterment in services and continuous improvement with users' satisfaction.

The initial step of TQM in the direction of excellence is the major decision to present leadership for quality. Total commitment of the top management is considered as the key factor in implementing TQM so top management must lead to the TQM efforts. Library should identify all its users and recognize what they want. Like other industries or organization, libraries with TQM performance provide quality product and services with low cost to the user. Libraries should manage their services to fulfill the increasing demand of variety of users. Thus TQM helps the libraries to transform managerial culture, proper planning, improve organizational structure, continuous training and education, effectual dimension techniques, good customer concern, and continues improvement of service quality.

Majority of library staff in womens' universities are satisfied with their job quality and nature of work place environment. In the entire of TQM, total employees' commitment can only be achieved after fear has been determined from the workplace, when empowerment has occurred, and management has provided the proper

environment. High performance work systems integrate continuous improvement efforts with common operations. Self-managed work teams are one form of empowerment. Continuous improvement in all aspects of the organization is the key to retain the initial success achieved by TQM practices. The success of any organization is always attributed to the involvement of the employees and the management who has instilled the quality consciousness into the employees.

6.5 SUGGESTIONS

- The study suggests that the library buildings should be well maintained with basic facilities to users. Computer lab should be well maintained with adequate equipments and should facilitate to users conveniently.
- Users should be well aware about complete collection of library. It is very important to use all the resources of collection.
- Users should be well aware about e-resource collection; it is essentially requirement to study in ICT era.
- Recorded CDs of special lectures should be contained in library collection and provide to users.
- The study suggests that the technical environment should be maintained for staff and users. Library should conduct the training programmes for old staff regarding to work with computerized library.
- Approximately all libraries are suffering with the problem of inadequate staff, therefore the new staff should be appointed on vacant position. Adequate staff is most important component to run the qualitative services promptly in libraries.
- User education should be provided properly to the users for using internet.

- The study suggests that online services should be improved i.e. online database access, full text e- resources access etc.
- Library should follow the quality principles to provide the qualitative services.
- The user's satisfaction is a main objective of any library therefore the library management should be active continuously for betterment of library services.
- Library staff and users should be aware about TQM applications and its benefits.
- TQM applications should be adopted and implemented in all the libraries to serve the qualitative services at low cost. TQM implementation is essential to serve better and fast services with quality and user's satisfaction.

6.6 SUGGESTION FOR FURTHER FUTURE STUDY

This study was performed to explore the present condition of libraries in womens' universities in India. In future the research could be extended in depth of the particular section of TQM application in libraries of womens' universities, which may be follows as:

- Implementation of Total Quality Management in womens' university libraries in India.
- Impact of TQM applications in womens' university libraries in India.
- A comparative study between TQM Implemented and non- TQM Implemented Libraries.