Research Article

INFORMATION AND COMMUNICATION TECHNOLOGY FACILITIES AND USERS' SATISFACTION IN THE UNIVERSITY OF CALABAR LIBRARY, CROSS RIVER STATE, NIGERIA

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ARTICLE INFO	ABSTRACT
	The main purpose of this study was to investigate ICT facilities and users' satisfaction in the University of Calabar. Expo-facto research design was adopted for the study. A total sample of one hundred (100) respondents was randomly selected for the study through the simple random sampling technique. The questionnaire was the main instrument used for data collection. Pearson product moment correlation analysis was considered the appropriate statistical technique to test the hypotheses. The result of the analysis revealed that the use of e-mail, internet services and computer-assisted instruction significantly influence users' satisfaction in the University of Calabar library. Based on the finding of the study, it was recommended among others that competent and qualified professional staff that have ICT knowledge should be employed in the library system because the world is globally operating on the net.

INTRODUCTION

The library is a building where collections of print and non-print materials are housed for use or for record purpose by the public or the members of an institution. It is also a collection of full and unified range of information materials carefully selected in print and non-print formats, organized to support library instruction, group studies individual learning, and self-instruction. In recent years, user satisfaction has become an important indicator of the library's impact, with an increasing number of libraries, both public and academic, conducting user satisfaction surveys and even publicizing the results (Chua, MentolandKua 2004). Libraries today need to be customer focused to remain relevant to their users. Singh (2003) characterises the present time as being "the age of the information customer", for at no time in the history of librarianship and information services has the authority of the user been so recognized. Libraries are seriously listening to what their users are saying about the services provided to find ways of remaining relevant. User satisfaction/dissatisfaction feedback is a major way of finding out extent of user appreciation of library services and is typically obtained by conducting surveys.

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Satisfaction levels from a number of transactions or encounters that an individual experiences with a library fuse to form an impression of service quality for that person. The collective experiences of many library users create a library's reputation for service quality (Hernonand Altman, 1998). The questions that arise are: How can University of Calabar library ensure that students know are satisfied with their library facilities and library resources? How do students' expectations change with the advent of modern information technology? The study is therefore aimed to determining whether the utilization of Information Communication Technology (ICT) facilities has any relationship with users' satisfaction.

Statement of the Problem

The interest and the use of the library resources and services to a great extend depends on the satisfaction the users get from the library in meeting their educational and research needs. The construct of user satisfaction, which is a user's self reported degree of satisfaction with library services, is presumed to be a subjective measure of library performance. It has been used to evaluate the performances of various services within a library. Does the use of Information and Communication Technology (ICT) facilities such as Computer-Assisted Instruction, Internet

services e mail really have any relationship with users' satisfaction? This is the main focus of this research work.

Hypotheses

The following null hypotheses were formulated to guide the study.

- There is no significant relationship between the use of e-mail and users' satisfaction.
- There is no significant relationship between the use of internet services and users' satisfaction.
- There is no significant relationship between the use of computer-assisted instruction and users' satisfaction.

MATERIALS AND METHODS

The research design adopted for this study was ex-post facto design. The area of study was the University of Calabar. The population of the study was made up of all students of department of library and information science, Faculty of Education, University of Calabar, Nigeria. There were a total of 152 students in the departmentas at 2012/2013 session. The sample of the study comprised hundred (100) students Abreak down of the figure showed that sixty (60) students were female while forty (40) students were male. The instrument used in this study is Library Facilities Questionnaire (LFQ).The validity and reliability of the instrument were properly ascertained by three educational research experts.

RESULTS AND DISCUSSION

To test the hypotheses generated for this study, the independent and dependent variable as well as the statistical technique employed is shown below:

Hypothesis one

There is no significant relationship between the use of email and users' satisfaction.The independent variables in this hypothesis is the use of email; while the dependent variables is users' satisfaction. Pearson Product Moment Correlation Coefficient was employed to test this hypothesis. The result was presented in Table 1.

Table 1. Pearson Product Moment Correlation Coefficient analysis of the relation between the use of email and users' satisfaction N=100

Variables	Σx Σy	Σx^2 Σy^2	Σxy	r-value
Use of email	3262	6344		
			73135	0.51*
Users' satisfaction	3092	5463		

*Significant at .05 level, critical r = .195, df = 98

The result in Table 1 indicates that the calculated r-value of 0.51 was found to be smaller than the critical r-value of .195 needed for significance at 0.05 alpha level of significance with 98 degrees of freedom. With this result, the null hypothesis was rejected. It therefore implies that the use of email has a significant relationship with users' satisfaction.

Hypothesis two

There is no significant relationship between the use of internetand users' satisfaction. To test this hypothesis, Pearson Product Moment Correlation Coefficient analytical technique was employed. The result is presented in Table 2. From Table 2, it could be seen that, the calculated r-value of 0.47 is higher than the critical r-value of .195 needed for significance at 0.05 alpha level of significance with 98 degrees of freedom. The result shows that there is a significant relationship between the use of internet and users' satisfaction. As such the null hypothesis is rejected.
is rejected.

Table 2. Pearson Product Moment Correlation Coefficient analysis of the relation between the use of internet and users' satisfaction N=100

Variables	Σx Σy	Σx^2 Σy^2	Σxy	r-value
Use of internet	3376	6375		
			73926	0.47*
Users' satisfaction	3092	5463		

*Significant at .05 level, critical r = .195df = 98

Table 3. Pearson Product Moment Correlation Coefficient analysis of the relation between the use of computer assisted instruction and users' satisfaction N=100

Variables	Σx Σy	Σx^2 Σy^2	Σxy	r-value
Use of computer assisted instruction	3218	6297		
			74713	0.57*
Users' satisfaction	3092	5463		

*Significant at .05 level, critical r = .195, df = 98

Hypothesis three

There is no significant relationship between the use of computer assisted instruction and users' satisfaction. To test this hypothesis, Pearson product moment correlation coefficient analytical technique was employed. The result is presented in Table 3. The result of the analysis in Table 3 revealed that, the calculated r-value of 0.57 was found to be greater than the critical r-value of .195 needed for significance at 0.05 alpha level of significance with 98 degrees of freedom. With this result, the null hypothesis is rejected. It therefore implies that adult learners' the use of computer assisted instruction significantly relate to users' satisfaction.

Conclusions

Based on the findings obtained from the analysis of the hypotheses of this study, the following conclusions were drawn:

- The use of email significantly relate with users' satisfaction.
- The use of internet has a significant relationship with users' satisfaction.
- The use of computer assisted instruction significantly relate with users' satisfaction.

Recommendations

The following recommendations were generated by the result of the study:

- Competent, qualified professionals' staffs that have ICT knowledge should be employed in the library system because the world is globally operating on net.
- Library personnel should provide email and internet services for users'

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