



RESEARCH ARTICLE

TESTING OF THE QUALITY OF SERVICE PROVISION OF LAGOS STATE UNIVERSITY LIBRARY, LAGOS, NIGERIA

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ARTICLE INFO

Article History:

Received 26th October, 2021
Received in revised form
15th November, 2021
Accepted 19th December, 2021
Published online 30th January, 2022

Keywords:

Quality of Service,
User's satisfaction,
Measurement.

ABSTRACT

This study will be very important because it is the first study will discuss in details the services which are available in Lagos State University Library. The researchers in this study will test and measure the quality of the services, and also test the user's satisfaction about these services and what are the users' needs. Total samples of 100 users of students were used in this study and a descriptive statistics were used to tabulate obtained results and gap analysis was used. Moreover, the researcher will examine the usage of library, the physical environment of the library, library collections, library environment, library IT services, the overall quality and the most important services. The results of the study showed that most of the library users are male and enrolled in management and social sciences, the respondents find the overall quality as good but not excellent.

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INTRODUCTION

Bhat (2002) viewed that to have clientele focus, it is essential to understand the user's perception of quality. Since the users' needs, values and expectations are constantly changing and becoming more demanding, there is no acceptable quality level for users' needs and expectations. Today the challenge for any organization is to produce quality for or is to organization produce quality products for services efficiently. This means quality is not a new concept in modern organizations or in the service of any organizations. Kano (2001) listed quality into four categories, these four categories are: expected quality, indifferent quality, one – dimensional quality and exciting quality. The researchers found that exciting quality is the most important, which meet users' perceptions and users' expectations. Bhat (2002) viewed very important point that all organizations must ask the following questions:

- Which services meet users' expectations?
- And which do not?
- What services do users need that they are not receiving?
- Are they receiving services that they do not need?

From the four questions, we can understand users' needs and users -driven performance for standards should be used as the

basis for goal setting, problem solving and performance appraisal. Additionally, users' perceptions service quality is very necessary in order to determine the level of service quality delivered by the library. In this research the researchers will enhance the users' perception of service quality at Lagos State University Library. Users' perception of service quality can help shape the types of services provided by the library at LASU in the future. There are so many studies and researches about service quality in various fields, less attention has been given to service quality in library. This shows the importance of this research.

Introduction to the LASU Library: Lagos State University is fast growing. From its humble beginnings on one campus, Ojo, Lagos in 1984, it has grown phenomenally to a multi-campus University, with 'branches in Epe, Ikeja and Badagry. Each campus has huge but varying students' populations. Each requires a library. This shows the importance of focusing on this emergent multi-campus culture and its implications for special librarianship. Historically, the Main library (now called FatiuAkesode Library) was started with, the inception of Lagos State University (LASU) in 1984; the Law Library (now called Teslim Olawale Elias Library) was established in 1988, Engineering Library at Epe campus was established in 1988, with the movement of the Engineering Faculty to Epe. The Medical Library of the Lagos State University College of Medicine (LASUCOM) was established and commissioned on the 9th February 1999. It is located within the University's Teaching Hospital. School of Communication first commenced operation on 1st February 2005 at Surulere.

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It caters for the School of Communication students. In 2016, the School of Communication was moved with the Library to Ojo Campus. A good branch library is a sine qua non for a specialized faculty. The new 3 storey building Law Library located in Ojo campus of Lagos State University (LASU) was built for LASU by the Lagos State Government, and it started operation in Year 2012. It is located next to the Faculty of Law. It has played a major role in the attainment of high recognition of standard of the LASU Law programme, particularly in its processes of accreditation. The Center of Information Services aims to support Lagos State University and academic programs, meet the information needs of its faculty and administrative staff and students.

Statement of the Problem: This study aims to enhance the service quality provided by the Library of LASU. Specifically, this study is sought to answer the following questions:

S/N	How to determine the demographic data of the respondents
1.	Gender
2.	Educational Level
3.	Specialization
4.	Average visit
5.	Using the library as a place of study
6.	Library collection/resources
7.	Library database collections
8.	Library environment
9.	Library staff
10.	To evaluate the overall quality
11.	To evaluate the library electronic services
12.	To measure the library facilities
13.	To evaluate the electronic library
14.	What do the respondent wants to see more in the library?
15.	What are the most important three services for the respondent in the library?

Hypothesis

- Most of the library users are postgraduate
- most of library user's visit the library once a month
- there is a shortage of science and technology resources
- there is a shortage of book collection in Lagos State University Library
- the databases collections and the internet will satisfy and meet the user's perceptions and satisfactions.

Literature Review

Lovelock (2004) viewed the service quality sector is going through almost revolutionary change, which we live and work in. New services are continually launched to satisfy the existing needs and to meet the needs that we did not even know we had. Few years ago, people anticipated a personal need for e-mail, online banking, web hosting and many other new services. Today many of us feel we cannot do without having them. On the other hand, McColl, (2010) viewed quality to be seen as increasingly important element in defining and providing a service offer. It is often the criteria of users to differentiate between competing services that can lead to users retention, in addition, understanding what dimensions of quality service provided is very important to users.

Definition of Quality: The term 'quality' lacks a universally accepted definition for variety of reasons but narrow definitions are not sufficiently comprehensive to capture the richness and complexity of the concept. Quality

assurance (QA) is a broad concept that focuses on the entire quality system including suppliers and ultimate consumers of the product or service. It includes all activities designed to produce products and services of appropriate quality. Juran (1989) defined quality as fitness for purpose of use. Oakland (1999) defined quality as meeting the user requirements. Feigenbaum, (1993) viewed quality as co-operation of all activities and sections which leads to product a service requires the user expectations. Crosby (1979) defined quality as conformance to requirements, which means that the user will be satisfied when the quality is exactly fulfillment the user expectations and perceptions. From these different definitions, the researcher noted that word quality concerns on services, expectations, perceptions and users.

Service Quality and its Measurement: Gaither (2006), viewed service quality as users satisfaction about a product or service and conformance to his requirements. Quality management is the totality of functions involved in the determination and achievement of quality both quality assurance and quality control. Elliot (1994), defined service quality as a subjective concept that relates to a person attitude towards service.

Methods of measuring service quality includes

- Complains measure,
- Satisfactions measure,
- SERVQUAL measure,
- SERVPER measure and
- User-values service-quality measure.

Hemmasi et al (1994) stipulates that the most widely used and tested service quality survey instrument has been SERVQUAL, Parasuraman et al (1988), formulated SERVQUAL, a multiple-item scale for measuring user's perceptions and the scale was based on a concept of 'perceived' quality. Zeithaml (1987) defined perceived quality as 'the user' judgment about an unit overall excellence or superiority', which can be viewed as distinct from 'objective' quality. In measuring service quality based on the service quality 'gap model', the gap model defines service quality as a function of the gap between users' expectations of a service and their perceptions of the actual service delivery by an organization.

Service Quality in Libraries: The rapid development of information communication technology, as tremendously speed up the socio-technical developments has it changes the needs of users added to the expectations from a service institute. A library needs to fulfill user's expectations. The relevance of quality management in libraries is to establish a culture of continuous improvement of quality of products and services. According to Rajan and Ravi (2001), the implementation service quality in the libraries will improves the image of the library staff and helps in public relations and marketing. Conventionally, the quality of any academic library has been described in terms of its collection and measured by the size of the library holdings and different measures of its use. This traditional method no longer fulfills the goals for successfully meeting the user's demands for information. The time has now come to evaluate the service quality and significance of library service through SERVQUAL. According to Sharma (2001), Quality is the basic philosophy and obligation of library

professionals and all libraries strive to deliver the highest quality of service. A quality service is one that fully meets expectations and requirements of its users. If a library provides right information to right user at the right time and in required form, then it is maintaining its quality. Quality of library services mean satisfying the query of each and every user individually, thoroughly and expeditiously. The concept of quality service in the context of a library can be defined as the divergence between users' expectations and perceptions of service performance. Quality becomes a big issue as soon as libraries try to expand their scope and improve their service. In the library, quality may be recognized by the users in terms of prompt delivery or lack of error in services. Quality can furthermore be seen as relating to the strength of a service or product to its intended purpose or use, subject to the expectations of the client or user. Consequently, Quality must be in conformity with the user's needs. Therefore, quality is an ongoing process where the user is the key determinant. Quality assurance is a continuous process of examination and re-examination of users needs and providing the means by which expectation can be met or satisfied. Quality service involves helping a user to define his/her needs, clarifying user benefits, building confidence and monitoring and assessing the organization and the impact of its services (Thapisa and Gamini (1999). Within the library, the concept of quality has not yet been well developed, depending on the context in which the library seeks to assess its service quality. Recently, some librarians are shifting their perspective of library services to user driven view. The assessment of how well a library succeeds depends on the user as evaluator of quality. The primary goal of any library therefore should be to maximize user satisfaction and to go beyond expectations. Parasuraman, Berry and Zeithaml (1998) reiterate user-based approach to conceptualize and measure service quality which includes:

- Reliability: The ability to perform the promised service both dependably and accurately.
- Responsiveness: The willingness to help customers and to provide prompt service.
- Assurance: The knowledge and courtesy of employees as well as their ability to convey trust and confidence.
- Empathy: The provision of caring, individualized attention to customers.
- Tangibles: The appearance of physical facilities, equipment, personnel, and communication materials.

From this literature review, the researcher noticed that SERVQUAL has been widely used and tested in different organizations and libraries, which shows validity and ability to measure service quality in libraries. So this instrument will be employed in this study.

RESEARCH METHODOLOGY

This study aims to find out the service quality provided by Lagos State University Library to its users. The study adopts a descriptive survey research design and primary instruments used in gathering the data is questionnaire. The questionnaire used in the study is a researcher-based questionnaire. The questionnaire is evaluated by a group of professional librarians who are working in Lagos State University Library. The researcher used the percentages statistics procedure to

determine the sample sizes and analyze them. The number of the respondents was 117. However, 100 was found usable.

Data Collection: The researcher took the permission from the University Librarian of the library; the researchers distributed the questionnaire by themselves randomly. When they finished, they began to collect the data from the users. The researcher also explained to the users the difficult points that they could not understand. The period of distributing the samples was three days. The statistical tool used in this study is the normal statistics, which is the percentage, the baseline and statistical data were presented, analyzed and interpreted.

Limitations of the Study: In as much as this study aims to assess the service quality of Lagos State University Library, however, delimitations are acknowledged in the course of collecting the data as follows: some questionnaire are not returned, incomplete the questionnaire, answered all the questions in the same rate and some respondents found it difficulty in interpreting the questionnaire.

FINDING AND RESULTS

Table 1	A	B
Question 1	63 %	37 %

Table one showed 63% of respondents is male and 37 % of respondents are female. This can show that most of the users at LASU library are male.

Table 2	A	B
Question 2	32 %	68 %

Table two showed 32% of respondents are postgraduate and 68 % of respondents are undergraduate. Because the researcher tried to include the undergraduate more in this study. Because the undergraduate students are heavily use the library resources more than the undergraduate students.

Table 3	A	B
Question 3	65 %	35 %

Table three showed that most of respondents are enrolled in management and social science more than science. At LASU, management and social science specializations are included higher numbers of students than science.

Table 4	A	B	C	D
Question 4	15 %	10 %	15 %	60 %

Table four showed 60 % of respondents visit the library each month, 15 % of them visit the library once a day, 10% of them visit the library once a week and 15 % of them visit the library once every two weeks.

Table 5	A	B
Question 5	82 %	18 %

Table five showed 82 % of respondents use the library as a place of study and 18 % of respondents don't use the library as a place of study. Question six showed most of the respondents finds the library collections doesn't meet the respondent's satisfaction and perception, because 0. 01 of respondents finds

	1	2	3	4	5
Question 6	24(0.24)	25 (0.25)	46 (0.46)	4 (0.04)	1 (0.01)
Question 7	20 (0.2)	30 (0.3)	15 (0.15)	10 (0.1)	25 (0.25)
Question 8	18 (0.18)	17 (0.17)	46 (0.46)	13 (0.13)	2 (0.02)
Question 9	19 (0.19)	21 (0.21)	36 (0.36)	15 (0.15)	9 (0.09)
Question 10	13 (0.13)	23 (0.23)	36 (0.36)	12 (0.12)	16 (0.16)
Question 11	14 (0.14)	27 (0.27)	42 (0.42)	11 (0.11)	7 (0.07)
Question 12	17 (0.17)	35 (0.35)	36 (0.36)	7 (0.07)	5 (0.05)
Question 13	15 (0.15)	21 (0.21)	39 (0.39)	14 (0.14)	11 (0.11)

the library collections excellent and 0.49 of them find the library collections between the rage weak and accepted. Question seven showed most of respondents find the databases collection meets the respondent's satisfaction and needs, 0.25 of them find the database excellent and 0.2 of them find it weak. And 0.25 of them find the databases collection between good and very good. Question eight showed 0.02 of respondents find the library environment excellent and 0.46 of respondents find it good, so in general library environment is good and meets the respondents' satisfaction. But it is not very good and excellent. Question nine showed most of respondents satisfied with the library staff, they find them helpful, and 0.09 of respondents find them excellent and 0.036 of respondents find the library staff good. So in general the library staff meets the respondent's expectations and needs. Question ten showed the rate of overall quality in the library is good and meets the respondent's satisfaction and needs. On the other hand, 0.36 of respondents rated the overall quality between weak and accepted and 0.16 of respondents rated it as excellent. In addition to, 0.48 of respondents rated it between good and very good. Question eleven showed 0.07 of respondents agreed and finds the library electronic services such as the computers, printers and scanners are excellent and most of them find these services are good. So in general the electronic services meet the user's satisfaction and perception. Question twelve showed 0.05 of respondents are very satisfied and find the library facilities are excellent, on the other hand, 0.36 of them find the library facilities are good, and 0.52 of them ranged the library facilities between weak and accepted, in general the library facilities meet the user's wants and needs. Question thirteen showed 0.11 of the electronic library users are very satisfied and find it excellent, on the other hand 0.39 of the electronic library users find it good. So in general, the electronic library meets the user's satisfaction and expectations. Question fourteen, the respondents suggested to see more services in the library, such as more history books, updated engineering and computers books, more printed periodicals, more computers, high speed internet, law journals, study rooms and more spaces, more references books, more staff and finally more books about science. In question fifteen, the respondents find that the most important three services are high speed of internet, more book collections and helpful and knowledgeable staff.

Conclusion

Based on the results presented, it is obvious that the service quality in Lagos State University Library meets the users' perceptions and expectations. The majority of the users found what they need and they satisfied with the services provided. But the library must increase the library resources and collection; they must also develop their staff by training and retraining them. LASU library must develop the services very well and take care about library environment in order to meet the user's perception and satisfaction.

There was a weakness in the IT facilities. The library management should have it in mind to address this issue over the period and keep it as one of its priorities Therefore; these services must be improved in order to meet the user's expectations and needs. The researcher expects that the library management take into consideration the important points which indicated by the respondents in the future to develop the services and to meet user's expectations.

Recommendation

From the research findings and conclusions, the following recommendations are made:

- urgent need to increase the library resources, both printed and updated books especially the science collections.
- Need for training the librarians, especially the ones who are working in e-library
- Need to develop communication skills dealing with the users,
- Searching skills to be able to help users in searching the internet and databases.
- Need to call for providing more library sessions for the students and faculty,
- Introducing the library resources, services, and encouraging the users to visit the library more frequently.
- Need for conducting surveys on regular basis to measure service quality and assess the improvement in Lagos State University library performance.
- Updated computers and IT equipment's in the library, such as printers, scanners and computers.
- Need to create a library committee consist in representatives from the department, major users and skillful librarians, in order to act as a link between the library and University for interpreting the needs of users, disseminate information and maximize the relationship and communicate between the library and its users.

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