

CHAPTER-III

METHODOLOGY

3.0 METHOD ADOPTED:

The present study has been design to study the quality management of college library of Lakhimpur District Assam and to investigate, describe and to interoperate the collected data, The present study falls under the Descriptive survey method of social science. A descriptive study is one in which information is collected without changing the environment. This research study id used to collect information concerning the present status of the phenomenon to describe “what exists” with respect to variables or conditions in a situation .Present trends, beliefs, public mind ,their viewpoints and attitudes, their effects or development of new trends are describe here. Moreover they are restricted not only to fact finding but may often result in the formulation of important principles of knowledge and solution of significant problems concerning local, state, national, international issues. Descriptive studies involved measurement, classification, analysis, comparison and interpretation. They collect and provide three types of information:(1)of what exist with respect to variables of conditions in a situation.(2) of what we want by identifying standards of norms with which to compare the present conditions or what experts consider to be desirable and (3) of how to achieve goals by exploring possible ways and means on basis of the experience of other or the opinions of experts.

3.1 POPULATION:

The population of the present study is all the govt. provincialised college libraries, undergraduate Arts students and college librarians of Lakhimpur district.

There are total 17 govt. provincialised colleges in Lakhimpur district, 17 librarians and total 2546 students (undergraduate Arts Stream).

3.2 SAMPLE OF THE STUDY AND SAMPLING PROCEDURE:

A sample is a small part of the population and in a research study it represents the whole population. For the present study out of 17 Govt. provincialised colleges of Lakhimpur District, 9 Govt Provincialised colleges, 9 Librarians and 10 students (undergraduate Arts Stream) from each college were selected as sample for the present study by simple random sampling method.

3.3 TOOLS AND TECHNIQUE:

For the present study the following tool has been used for data collection-
adopted questionnaire for Librarian by RK Verma.

3.3.1 DESCRIPTION OF THE TOOL

The nine key activities used in the study are based on Total quality Management framework representing three levels of Quality management levels have been modified from the 11 nos. of activities provided in European Quality Award Model used by Verma R.K (2002) for his study.

Construction Procedure of the tool-

The factors and key activities considered to prepare the questionnaire for the librarian's are-

- i. Status of Library
- ii. Size of LIS (Number of Employees in Library)

- iii. Resources in following sub-factors
 - i. Academic Qualifications
 - ii. Professional Qualifications
 - iii. Experience
 - iv. Year of inception(Age of the Library)
 - v. Libraries annual average budget.
- iv. Library Collection
- v. Quality Awareness level
- vi. Key activities representing
 - a) Commitment of management/leadership
 - b) Education and Training
 - c) Processes standards
 - d) Quality Manuals
 - e) Suggestions/Feedback system
 - f) Quality cercle
 - g) Individuals working ethics services
- vii. Best practices
- viii. Management of Library and services
- ix. Information communication technology

The design of Questionnaire has been divided into m7 parts viz.-

Section A (a): Factors data

(b):Collection of the Library.

Section B (a): Quality Awareness Level.

Section C (a): Quality Management Level (Strategical Issues/aspects)

Section D (a): Quality Management Level (Operational Issues/aspects)

(Followed for any open ended question.)

Section E (a): Best Practices.

Section F (a): Management of Library and Services.

(Followed for any open ended question.)

Section G (a): Information Communication Technology.

3.3.2 SCORING PROCEDURE:

For recording and arranging the procedure of selection of B (Quality awareness Level), section C-(Quality Management Level-Stratigical issues / aspects) and Section D (Quality Management level-Operational issues/ aspects) of the questionnaire ,the investigator has adopted the questionnaire and scale scales from the similar studies made by Verma,R.K (2002).In the scale the item or statement is scored as:

1=Do not agree

2=To some extent agree

3= Agree

4 =Strongly Agree

5= Very Strongly Agree

As per the scale maximum score 5(Five) and the minimum, score 1 (One) for each question as per the option chosen by the respondent. For example option no 1 will have a score of 1 and so on. The question put in negative sense will have the score in revenge order i.e. option 5 will have score 1 and so on.

Criterion for three level ranking quality awareness level score (QAL) for respondents (LIC Units)-

Total maximum score calculated is 65 from questions of the questionnaire section 'B' as per option no with 5 as the maximum score per questions.

Range of scores for respondents with High QAL: 45-65 (Rank 1)

Range of scores for respondents with Medium QAL: 35-45 (Rank 2)

Range of scores for respondents with Low QAL : 45-65 (Rank 3)

Criterion for three level ranking quality awareness level score (QAL) for respondents (LIC Units)-

The maximum score calculated 205, as per option no with 5 as the maximum score per question.(as chosen the respondents out of 41 questions 20 from section C and 21 from the section D ignoring one question i.e. no 35 because of its on question 34)

Range of scores for LIS unit with High QAL (> 85%):175-205 (Rank 1)

Range of scores for LIS unit with medium QAL (> 65-4%):133-173 (Rank 2)

Range of scores for LIS unit with low QAL (> 65%):1-132 (Rank 3)

Section G (Best practices) Section F (Management of library and services) and section G (Information Communication Technology) of the questionnaire contains different types of question like multiple choice, “Yes” or “No” type with the some open ended questions. For the self developed scoring procedure has been adopted in the following way-

Yes: 1 (Positive responses)

No: 0 (Negative responses)

3.3.3 CONTENT VALIDITY OF QUESTIONNAIRE:

The questionnaire was given to the experts from Dibrugarh University as well Gauhati University. After that 5 questionnaires were distributed among the Librarians of Five Govt. provincialised college libraries of Lakimpur District. The responses received from the respondents were studied carefully by the investigator and the questions which have been found to be irrelevant were either excluded or modified. After completion of whole process the questionnaire were finalized for distribution.

3.3.4 DATA COLLECTION:

The data for this study were collected from the selected institutions. For collecting data both primary and secondary sources were consulted. For this purpose, the following Libraries are visited:

- a. Krishna Kanta Handique Library, Gauhati University.
- b. Lakshminath Bezboruah Library, Dibrugarh University.
- c. Departmental Library, Education Department, Gauhati University.

It helped the investigator in forming the ideas in a systematic way, Reviewing the related literature and formulating the objectives of the study. It also helped in understanding, developing confidence and analyzing the various aspects of this investigation.

At the second phase, Investigator collected data from official sources of the Higher Education.

In the Third phase the investigator approached the libraries of most of the selected colleges personally for collecting required data for this investigation and for collecting the data from the distant colleges, the investigator attempted it though correspondence.

After selecting the sample provincialised colleges, the investigator started the process of data collection with the help of the following arrangement of tools-

- a) A formal Request Letter
- b) Questionnaire for the Librarian
- c) A self address Envelop.

The questionnaire was handed over the Librarian with a formal request letter for checking their valuing help for fulfilling the academic study. Though this letter he/she assured that the data provided to him/her would be kept confidentially and would be used for academic purpose only. One copy of questionnaire for the Librarian was prepared by the investigator to study the quality management best practices, management and service and information communication technology of their college Library.

A self address envelop has been attached with the questionnaire to send the questionnaire back to the investigator.

2. Set of tools for users: This comprises-

- a) A formal request letter.
- b) Questionnaire for users of the Library (Faculty members and students)
- c) A self address envelopes.

A separate formal request letter to the faculty members and the students were sent to the users of the Library of the colleges for requesting their valuable help for fulfilling this academic attempt. Though this letter he/she was assured that the data provided by him/her will be kept confidently and would be used only for academic purpose without mentioning their personal introduction.

One copy of questionnaire for Library users (Faculty members/ students) was developed by the investigator to study the perception on quality services of their college Library.

A self address envelope has been attached with the questionnaire to send the questionnaire back to the investigator.

3.3.5 STATISTICAL TECHNIQUE USED:

To analyze the data after tabulation, computation of various percentage etc. is necessary to generalize the findings. To perform the work, various well defined statistical techniques have been used to analyze the data. In this study, the following statistical techniques were used to analyze the data collected during the study.

- a) Simple percentage calculation.
- b) Graphical Representation.

Analysis of data has been performed in MS-Excel