

**ASSESSMENT OF LIBRARY SERVICE QUALITY AND STUDENTS
SATISFACTION (IN CASE OF WOLKITE UNIVERSITY)**



WOLKITE UNIVERSITY
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Abstract

The main objective of this research is to assess the service quality and student satisfaction Wolkite University library. The researcher would used distributive type research destine would be emphasized in order to find answer for the research question to gather data student and library manager the research would be used both primary and secondary data source primary data sources were student and employee of the library while secondary data sources include reference book, internet, magazine etc the primary data were collect through questioner from respondent(student) and secondary data were collect through reference book and internet by using table and percentage the data analyzed and the factors of this service quality on the level of satisfaction of its student. Specific objectives of the study are (three) will to the problems the student face when trying to get library service b) will to identify the factors hindering the library from rendering quality service and c) will explore the measures the library is undertaking to satisfy its student. The results from the students questionnaire indicated that the major student of the library i.e. the students, were facing different problems like shortage of furniture, tables, shortage of books, inability of the workers to identify the names of books, and frequent clashes with the workers. The results from the interview with the chief librarian revealed that the library had been facing different problems among these problems were shortage of books and furniture. Absence of well trained and well experienced library workers long lasting and intricate bureaucracy and lack of collaboration from the university`s authorities.

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CHAPTER ONE

1. Introduction

1.1 Background the study

Service are describes as objective of transaction offered by terms and institution that generally provide some thing for customer. Form this we can understudying that services are anything that provide for the satisfaction of customer by the servants, (baron and marries,2002 pp:14). Service is defined as intangible task that satisfies the need of customers and business users (to booze and kart). Services quality must have the full commitment of every echelon in the organization. services quality is a judgment issue resulting to individual perceived expectation of service and actual services performances, (Arthur median 2004). Customer is one which is actually uses services from a particular origination. Customer is always defining in terms of specify service or organization (jayasundrna 2009).

According to heron and Whitman (2001), customer satisfaction depends on the products perceived performance restive to a buyers exception, if the service performance fills short of exception, the customer is dissatisfied, if performance matches exception, the customer will be either delight or over satisfied however different researchers state that although term satisfaction component to all people, it has not for been defined briefly (geese and cote 2002).

Generally, customer are the boons of any business organization without loyal customers, the organization doesn't go along. The organization may be service giving organization like libraries or a product marketing organization. When we specifically see this from the perspective of a library. It is obvious that a library full of book, journals, periodicals, computers with internet access etc. .is simply a meaningless building, if there are no customers who could utilize this research. Until recently, service quality in academic libraries has not been considered a basic subject of research (jayasundrna 2009). And very few studies conducted in this issue are focus rational elements of libraries like covert ion of books rather than on customer satisfaction.

Libraries usually focused on the relationship between the library services quality and customer satisfaction. “customers makes judgments about the quality of the services delivery process, as well as in the final outcome. because services the usually is made up of tangible and intangible components, may attempts at defining services quality have made the distinction between objectives measures of quality the those which are based on the more subjective perception of customers “(gronorosos, 2008).

1.2 Statement of the problem

Satisfying customer by rendering quality services is a very crucial and decisive factor for long last survival of any business or any organization. It appears to be determinate future for the success or failure of the organization objectives for this reason service provider the organization meeting customer needs and wants do enjoy substantial return with customers loyalty and also get positive reaction for their products and services .That were well designed and quality in the manner, they meeting customer demands and preferences. However without customer satisfaction by rendering a quality service, the above mentioned marketing successes that are customer loyalty, positive words or words of encouragement about their service would be a dream (Jayasundama 2009).Therefore, service giving organizations’ need to regularly asses the status of satisfaction of their customers. The same principle, Wolkite university library should survey what its, students, teachers, administrative feel about the library services.

The service is provided by the institution, there is internet service, books and other pamphlets which service a center of information and knowledge, but the challenges of that library satisfaction for the students or users, there is lack of man power, lack of books as well as internet services, lack of newspaper and magazine. There is a dissatisfaction of students with the service provided by employee of the library. For this, the researcher has to investigate the gap between nature of the service and student satisfaction to narrow the dissatisfaction. There are no other researchers who study on this topic in Wolkite University.

1.3 Research Questions

- What are the current student's perceptions towards the service quality?
- What are the weakness and strength of the library?
- What measures do the university libraries undertake to satisfy and retain its students?
- Are there some factors which are hindering the library from giving quality service?

1.4 Objective of the study

1.4.1 General objective

The general objective of this study is to assess the library services quality and student satisfaction in Wolkite University.

1.4.2 Specific objective

This research was to achieve the following specific objectives. These were,

- To assesses the current student perception towards the service
- To identify the weakness and strength of the library
- To assesses the measurements taken by the university library
- To investigate what factors hindering the service quality

1.5 Significance of the study

It is believed that any research is the sum partial benefits in some way. This research is beneficial for the other researchers as a basic, the target population, the university itself and other researchers, as a basic of reference, the following is some of the benefits of this researches.

- It is to help to the university to understand the methods of quality service student satisfaction.
- It is to inform the university to assess its student in terms of number and satisfaction.
- It is to help other researchers by serving as bases of reference for further research.

1.6 Scope of the study

Conceptually; the study was focused only on the service quality and student satisfaction .

Geographically; the study was being done in Central part of Ethiopia, in Wolkite town, Wolkite University.

Methodologically; the study was design descriptive research method it also adapt both questionnaire and interview. Simple random sampling technique will be used.

1.7 Limitation of the study

This study is focused on only Wolkite university library not other library services because there is broad to assess this study.

1.8 Organization of the paper

The organization of the paper is in five chapters the first chapters contain the introduction part. In this include the back ground of the study, statement of the problem, the general and specific objectives of the study, significance of the study, scope of the study, organization of the paper, the second chapter is presented a review of related literature, the third chapter is methodology of the study, the fourth chapter is to present the analysis and discussion of findings was made and the fifth chapter is conclusions and recommendations would before forward.

CHAPTER TWO

2.Review of related literature

2.1. Definition of service

There are many definition of service .Modern definitions of service focus on the fact that a service in itself produce no tangible outputs or though it may be instrumental in producing some tangible out puts a contemporary definition (modern definition) is provided Kotler (2006) which states that a service is any act or performance that one partly can offer to another that is essentially intangible and does not result in the ownership of anything.

According to step hone, definition services is any activity or benefit that one partly can offer to another that is essentially intangible and does not result in the ownership of anything. (Ross step hone A. 2001).

Planet (2001) on his definition of service as the production of an essential intangible benefit either in its own right or as a significant element of a tangible product which through some form of exchange satisfy and identified need.

The American marketing association also defined as, services are activates, benefits or satisfactions which are offered for sale are provided. All the above definition clear that services are activates benefits or satisfaction and we find their uses for selling products which may be tangible or even intangible. In other means service are economic activity that create value and provide benefit for customer at specific time and place as a result of bringing about a desired change in the received or service.

2.2. Characteristics of services

There are four major characteristics of services these are no found in goods. This are characteristics create unique challenges for services.

2.2.1. Intangibility: -

Intangibility refers to the lack of tangible assets that can be seen, touched, smelled, heard, or tasted prior to purchase. Services are varying in the degree of which they are intangible. Services such as a college education, air trouble, sporting and so on events are highly intangible because they cannot be seen. Touched, smiled heard or tasted to purchase.

2.2.2. Perishability: -

The second characteristics of service are perishability. Meaning the service cannot be inventoried or stored. If tangible good are not sold a Retailer can store it and sell at later time this future allows firms mass produce goods and store them in ware houses until customers are ready to purchase. But for service this is not possible.

To reduce the negative impact of perishability, service firms must develop strategies to cope with fluctuating demand, thus goal can be accomplished by making simultaneous adjustments in demand, supply and capacity the goal of this strategy to achieve balance among the three in ideal work, demand equal to supply, which in turn equals capacity.

2.2.3. Inseparability: -

The third characteristics of service are inseparability it is the production and consummation of service, goods can be produce and then sold at the latter time. But service cannot because service must be performed and consumed the same time the quality of service is highly dependent on the ability of the service provider and the quality of interaction between the service provider and the customer. Managing the human element is critical for success for service terms, with a high degree of inseparability.

2.2.4. Variability: -

the fourth unique characteristics of services are variability. Variability is primarily caused by the human element, although machines may malfunction causing variation in the services. Various services employees will perform the same service differently and even the same services employees will provide varying levels of service from one time to another time.

Variability is also caused by a variance in the input Computer consultants staffing hot line face. The change of dealing with the variability of knowledge and expertise those customers bring to the service process.

2.3. Service quality

Customers are co-producer and perception also affects the quality of service firms. Service organization have to take responsibility of quality service and performance through an effective strategic from work to the critical task or service company should apply service quality management service quality is a difficult concept to have a single definition. Same says quality means the degree excellent in service performance. According to parasurman(1991) quality is the degree of discrepancy between customer's perceptions and exception in terms of different but relatively important dominations of service quality, which can affect their future purchasing behavior.

Parasurman, zenithal, berry (1988) identify five principled dimensions that customers use to evaluate service quality, these are;

Reliability: ability to perform the promised service dependably and accurately.

Responsiveness: willingness to help customers and provide service.

Assurance: employees, knowledge and their ability to inspire trust and confidence.

Empathy: caring, individualized attention, give to customer.

Tangibles: appearance of physical facilities, equipment, personnel and written materials

2.4. Benefits of service quality to the organization

Service quality has so many benefits to the organization that provides the service among this benefit, parasurman (1994) enumerates the following.

2.4.1. Increasing revenue

Quality customer service means increase revenues and revenue increase translate to additional customer sale, when customer service meets or exceeds customer expectation. The customer is confident in the company ability and this would be to spend more money to purchase the company product or service

2.4.2. Enhancing reputation

Companies are known for the service they provide when customers have a bad experience with a company, they will tell their friends neighbor and anyone else how would listen when customers are positive interactions with the company, they would also really that information through the use of blogs, website and social media, customers are communicating about their interaction with the company and its product or services. Quality customer service gives a company a good reputation

2.4.3. Achieving customer loyalty

Quality customer service translates in to customer loyalty. If the organization they meets and exceeds customer expectations the customers used more service of the competitors often competitors enter the industry and offer their service for the labor price the industry leader can avoid the price war by offering and maintaining quality customer service when customer are confident in the company's customer, Service they remained loyal to the company.

2.4.4. Increasing customer satisfaction

Customer satisfaction occurs because their needs are met. Providing quality customer service means that the company is meeting and exceeding customer expectation one of the best ways to find out what customers think about a company to simply ask through customer satisfaction surveys, these surveys should ask questions about the most recent customer experience with the company the quality of the company product and service and what the customer does not like about the company the survey also should not be afraid to ask the customers regarding what he/she likes about the company's competition.

2.4.5. Engaging employees

Quality customer service means that employees are spending time using their skills to enhance the business instead of encountering the same problem repeatedly employees take the steps to prevent the problem from recurring, the employee leaves positive impression on the customer directly affects the company's operations and a gains a sense of accomplishment.

2.5. Customer satisfaction

Different source indicate that customer satisfaction is a very difficult issue to define (Giese and Cote 2002: Jayasundara 2009) Giese and Cote have summarized 20 definitions of the term given by 20 different scholars. Generally, it seems that customers' satisfaction is the customers over all feeling of contentment with a customer interaction. The customers satisfaction remises the difference between customer expectations and customers perceptions customers satisfaction may develop quickly or it may be cultivated over a period of time, customers have many concerns and our job is to reduce much of the customers stress of possible and to create a pleasant it was every customers comes in to service giving organizations with different wants while wants are frequently hard to identify and may occasionally be unrealistic. All customers have the following five basic needs.

Service: - customers expect services they consider appropriate for the level of purchase that they are making.

Price: - the cost of everything we purchase is becoming more and more important, people and business want to use their financial resources as efficiently as possible.

Quality: - customer won't the products that they purchase to be durable and functional until the customers decider to replace them.

Action: - customers need action when a problem or question arises. Many companies often fulfill free customer assistance through telephone lines flexible return policies and customers carry out services in response to the need for action.

Appreciation:- customers need to know that we appreciate their business customer service provide can convey this appreciation in many ways saying thank you to the customer through our words and actions is a good starting point.

2.6. Service and customer's satisfaction in university library

According to (Jayasundara, 2009) the university library has been described as the “heart “to carry out their information searching activates in order to advance their knowledge. The librarians and library support staff provide numerous services to meet the diverse informational needs of the customers.

Jay asunder(2009) mates that customer satisfaction is on important measures of service quality in librarians, however it has been indicated that customers perceptions, about libraries seem to have been largely ignored library management in developing countries this can be under stood from the scarcity of literature of in the filed the assessment of service quality provider an important teed back for libraries to assess and improve the service provided to its customer furthermore jay asunder(2009) says:-

The survival of a library very much depends on the benefits it brings to customers its existence will be in questions when customers began looking for alternatives to library services, one way to show value is by providing quality service it is. Therefore important for the library to be aware changing customer expectations and to continually strive to provide quality service to its customer in short a library does not survive without giving quality service to its customers.

2.6.1. Customers of university library

Because this study focuses on library service quality and student satisfaction it was important to indicate who the potential customers of the library are in the context of a university library, the customers could be academic staff, students (undergraduate), administer staff, support staff (like technicians). However the major customers of a university library are the undergraduate students (Jayasundara, 2009). This is because this group forms a majority of the university population. Besides, it was obvious that the undergraduate students are the most regular visitors of the library

because most of them reside inside the university therefore a university library should try very hard to satisfy these customers by giving quality service.

2.6.2. Service giving by university library

Academic libraries, especially those at universities, provide a variety of services for their diversified customers. It was common that in university libraries, different resources were available. Among these are reference books of different disciplines, fictions, journals, reading rooms, computers with or without internet accesses, dictionaries, encyclopedias, etc. the service available in university libraries are dependent on the availability of these resources.

The different customers of the university library visit it to get different services; most of them go to the library to read books for their academic purposes. Other go there simply in search of a quiet place to read their notes some might go to read newspapers and fictions for the purpose of refreshing them self's. Still, some go to the library to get internet access for borrow book from the library. The nature and quality of services in university libraries greatly vary depending on the resources available the needs of different customers.

2.6.3. Indicators of quality services in a library;

Parsurmanet (1988) as cited by Jayasundara (2009) have identified five different indicators if library service quality. These are

- Tangibles; the appearance of physical facilities, equipment, personnel, and communication materials.
- Responsiveness: the willingness to help customers and provide services.
- Reliability ; the ability to perform the promised service dependably and accurately
- Assurance; the knowledge and courtesy of employees and their abilities to inspire trust and confidence.

- Empathy; the caring and attention, the firm provides to its customer's management subsequently the management of the organization can implement some possible remedies for identified gaps in the above quality domains.

2.6.4. Likely consequences of quality service in a library

It has been indicated above that in this very dynamic and competitive market environment. Organizations have to continuously aspire to arrange their service in accordance with their diversified customers with varying and frequently changing needs. They failed the competition.

Organizations which make continuous surveys on their customers, needs and satisfaction level and update their service based on the surveys would benefit greatly by retaining their customer and attracting more customers. On the other hand organization which does not try to satisfy the needs of their customers. The risk of giving their customers to other competitive organizations

Looking at issue of quality particularly in university library, it is impossible for a university to function normally with the library which is considered the heart of any academic institution, If this heart is abnormal obviously the whole process of the university will be disrupted.

First if students who are the most regular customers of the library do not get quality reference book in sufficient number. If they cannot read silently and comfortably the library, if they doesn't get a fair professional support from the library staff, they will not be successful and satisfied in their studies. If more and more students are dissatisfied and unsuccessful, this would be a disaster for the image of the university,

Second the university staff both academic and support who are the other customer of the library should easily get their desired service instructions have to get access to necessary resources so that they could substantiate their courses by referring to more update sources.

Similarly, administrative staff should have the opportunity to get access to different printed and electronic sources so that they could enrich their knowledge and could upgrade themselves.

Short, as said it the life blood to function properly without library the university was unimaginable

CHAPTER THREE

Research Methodology

3.1 Research design

The research used descriptive research design. Because the purpose of descriptive research design is describe the issue of affaire as it exists at present. Following this line, the researcher used a descriptive design to assess the service quality and student satisfaction of library at the target of the university.

3.2 Sample size and techniques

The researcher study's the population of Wolkite University users of libraries. So this research targeted of the University of Regular Students. The researcher used simple random sampling techniques to select appropriate sample from each simple that is: - business and economics college libraries,(FBE library) Central library, in those library because which this simple random sampling techniques is an appropriate one to represent the population. Here the total population consists 900 including employees 50 in those respective libraries. Total sample size selected by the formula.

Select sample from Total population, try (Ya-mane 1967)

$n = \frac{N}{1 + (e)^2}$ Where N implies total population , n implies sample size and e implies error

$N = \frac{900}{1 + 900(10\%)^2} = 90$

3.3 Data source and type

This study used both primary and secondary data sources the major primary data source are students, when are the student of library in addition to student the worker of library used as

primary data sources the other data source are secondary source internet's, written materials, about the service quality and student satisfaction in university documents, etc.

3.4 Method of data collection

This study used both primary and secondary method of data collection. Because by using primary data collection, to get first hand information and when using secondary data would get documentation.

- The primary data was collected through questionnaire (by using both close ended and open ended questions) from respondents, interview with library manager.
- The secondary data to collect by consulting accessible documents in the university these would be used to gather relevant information about the university library, The other secondary data source are the internet's these are used to gather the background of the related to the topic.

3.5 Method of data analysis

The data was analyzed by descriptive research collected through different tools (primary and secondary tools) for example primary tools are analyzed by using simple analysis techniques.

On the other hand qualitative data from open-ended questionnaires and interview items are analysis by using description these tools used to describe the data Clearly.

CHAPTER FOUR

DATA PRESENTION, ANALYSIS AND INTERPETATION:

The major of this study was accessing the library service quality and student satisfaction of Wolkite University. To achieve this objective were gathered though questionnaire for students and interview with the manager of the librarian. In this chapter the data gathered through different tools are presented. Analyzed and interpreted and the data are presented in different sub-sections.

4.1 Results from the questionnaire for respondents.

The questionnaire that consisted 22 items were prepared to 90 students (respondents) and 6 items were interview question for the manager of the librarian. Then the total number of questions was 28 items. The answers are made by taking the 100% response rate.

Table4.1; demographic characterizes of the respondents

No	Item	Respondents	Frequency	Percentage
1	Sex	Male	50	55.5
		Female	40	44.5
		Total	90	100
2	Age	18-35	30	33.3
		35-50	25	27.7
		Above 50	35	39
		Total	90	100

(Source: survey 2017E.C)

As the data in the 4.1 indicates 50 of the respondents were (about 55.5%) males. While the remaining 40 of the students (about 44.5%) were female and regarding their age the data shows that most of them (about 33.3%) were the age between 18-35, followed by those, who aged between 35-50, who consisted (about 27.7%) of the respondents. The remaining 39% of the respondents aged were above 50. Hence, the users of the library in terms of sex composition

were almost equal between the male and the female. While the age groups of below 20 years and above 30 years old.

4.2 Results for usage rate of the respondents: -

This sub-section does with presentation, analysis and interpretation of the data gathered from the respondents regarding the library usage rate. The item number 4.3 and 4.4 were presented in the table below.

Table4.2; responses related to usage rate of the service.

No	Items	Respondents	Frequency	Percentage
3	Are you a user of the library?	Yes	90	100
		No	0	0
		Total	90	100
4	If your answer question no 3 is “Yes” how many times do you use?	Once a week	0	0
		Once a day	35	39
		Two times a day	25	27.7
		Always	30	33.3
		Total	90	100

(Source: survey, 2017 E.C)

In item4.3 the subject were asked about whether the university library were users as the above data shows, all of the respondents, i.e. (100%) of the respondents act as they are expected as students of the university. Item3.4the subjects requested to indicate the frequency of the users of the library .Accordingly, about 30 of the respondents (33.3%) of the respondents said always. 25 of the students (27.7%) were two times of a days. 35 of students (39%) were once a day and none of the students were a week, as we can see from the above data that the students use the library service always. This implies that most of students are the user of library .

4.3 Results from the librarians to keep their promise improving the service of the library

In this sub-section of the student's questionnaire aimed at find out of the students however seen the university library employees perform according to the promise they orient the students regarding to the service quality of the library. The question designed from this purpose was items number 4.5 the data shows in the table below.

Table 4.3; responses related promises to the service

No	Item	Respondent	Frequency	Percentage
5	CBE library keep its promise in providing the service of the library?	Strongly agree	0	0
		Agree	35	39
		Neither/nor agree	25	27.7
		Disagree	23	25.5
		Strongly disagree	7	7.8
		Total	90	100

(Source: survey.2017 E.C)

As the data in the above table shows the of the respondents (about 25.5%) replied that they haven't keep its promise to provide the quality service of the library, the next major respondents said strongly disagree (about 7.8%, 7 of the students (about 27.7%) were neither/ nor agree, the remaining of the student (about 39%) were agreed, none of the students said strongly agree.

The researcher conclude from this questioner data most of respondent (students) were agreed library keep the promise providing service

4.4 Results about the relationship between student and employee

In this sub-section of the relationship of students with the library employees and the analysis is made based on the data presented in the table below

Table 4.4; responses related to relationship of students and employees.

No	Item	Respondent	Frequency	Percentage
6	What is your relationship with the library employee?	Good	50	55.5
		Neutral	25	27.7
		Bad	15	16.8
		Total	90	100

(Source: survey, 2017 E.C)

As the data in table 4.4 shows, item number 4.6 requested to the respondents. The respondent (about 55.5%) were having a good relationship. The next respondents (about 27.7%) were neutral and the remaining 15 of the students (about 16.8%) were having a bad relationship. This implies that most of the respondents replied that they have a good relation with employees.

4.5 Results from factors that influence the service.

In this sub-section the data from the student`s questionnaire which are related to the factors that influence the service of the library.

Table4.5; respondents related to the factors that influence the service.

No	Item	Respondents	Frequency	Percentage
7	What are the factors that influence the service quality?	Lack of employees commitment	15	16.8
		Lack of employees experience	25	27.4
		Lack of communication skill of employees	35	39
		Printing of responsibility	15	16.8
		Total	90	100

(Source: survey, 2017E.C)

In item number 4.7 were requested to the factors that influence the service quality. Then 15 of the students (about 16.8%) answered lack of employees commitment 25 of the students (about 27.4%) lack of employees experiences,35 of the students (about39%) low communication skills of employees and the remaining student (about 16.8%) feeling of irresponsibility by employees.

The researcher conclude most of student low communication skill

4.6 Availability of books in the library

Item number 8&9 and the students responses to these items are presented in the table below

Table4.6; responses about availability of books in the library

No	Item	Respondent	Strongly agree	Agree	Neither/nor agree	Disagree	Strongly disagree	Total
8	There are enough books in the library	Frequency	3	19	25	36	7	90
		Percentage	3.4	21.2	27.7	40	7.7	100
9	You get the books whenever you want to read	Frequency	3	20	26	32	9	90
		Percentage	3.4	22.3	28.8	35.5	10	100

(Source: survey, 2017, E.C)

In the item number 4.8 the subject were requested to indicate whether there are enough books in the library. As the data in the above table show 3 of the student(about 3.4%) were strongly agree, 19 of the student(about 21.2%) were agree, 25 of the student (about 27.7%) were neither/nor agree,36 of the students (about 40%) were disagreed, 7 of the students (about7.7%) were

strongly disagree .this implies that most of respondent from the above table were not satisfied with the availability of books.

Item number 4.9 ask the students to indicate if they are able to get the books they want

Whenever they ask 3 of the student(about3.2%) were strongly agree, 23 of the student (about 24.7%) were agree, 26 of the student(about 27.1%) were neither/nor agree, most of them (32students) about 34.4% were disagree and remaining 9 of the student(about 9.7%) were strongly disagree. The researcher conclude that the students were not satisfy with the availability or the access of necessary books.

4.7 Availability of furniture of the library

In this sub-section, the data from the student`s questionnaire which are related to the furniture in the library are presented and analyzed.

Table4.7; responses about the availability of furniture in the library

No	Item	Respondent	Frequency	Parentage
10	The library has adequate seats and floor space	Strongly agree	11	12.2
		Agree	20	22.2
		Nether/nor agree	41	45.6
		Disagree	18	20
		Strongly disagree	0	0
		Total	90	100

(Source: survey, 2017, E.C)

As the data above shows, item 4.10 requested to the student to tell if there were enough (adequate) seats and floor spaces. The of student (about45.6%) said that there were neither/nor agree, about 20% were disagree. 20 of the student (about 22.2%) were agree,11 of the student (about12.2%) were strongly agree and none of the student were strongly disagree. this implies that most of respondent not adequate service seat and floor space.

4.8 The library personnel

This sub section deals with presentation, analysis& interpretation of the data gathered from the respondents regarding the library personnel.

Table4.8; responses related politeness and adequate knowledge of employees

No	Item	Respondent	Strongly agree	Agree	Neither/nor agree	Disagree	Strongly disagree	Total
11	The employees of the library have adequate knowledge in relation to the duty	Frequency	28	40	14	8	0	90
		Percentage	31.2	44.4	15.6	8.8	0	100
12	The employees are polite (caring)	Frequency	0	18	28	34	10	90
		Percentage	0	20	31.2	37.7	11.11	100

(Source: survey, 2017 E.C)

In tem4.12 the subjects were asked to tell whether the librarians of the university library were polite and well behavior as the data from the table shows, none of the student were strongly agree, 18 of the student (about 20%) were agree, 28 of the student (about 31.2%) were neither/nor agree. The majority of the students 34 (about 37.7%) were disagree and the remaining 10 of the students (about 11.11%) were strongly disagree .i.e. the librarians were not polite. As the above data indicate the students were dissatisfied by the librarian employees & their performances and they have a bad behavior to their customers.

In table 4.8 was concerned with the knowledge of the employees. Ask to indicate whether the librarians were well educated or not. Then 28 of the student (about 31.2%) were strongly agreed. The majority of the student (about 44.4%) were knowledgeable, 14 of the students (about 15.6%) were neither/nor agree, 8 of the student (about 8.8) were disagree and none of the student were strongly disagree. i.e. The majority of the respondent said that the employees were having adequate knowledge. The data on the above shows, the employees have good knowledge about giving the library service.

4.9 Satisfaction of students in the library service

In this sub-section, the data gathered from item number 4.13 and 4.14 were presented & analyzed. These items aimed at investigation of the satisfaction level of expectation of the library service

Table 4.9; student's responses related to expectation & satisfaction with the library service

No	Item	Respondent	Excellent service	Very good service	Good services	Dissatisfactory service	Very dissatisfactory service	Total
13	What was your expectation before you start receiving service from the library	Frequency	45	30	15	0	0	90
		Percentage	50	33.4	16.6	0	0	100
14	How do you rate your level of satisfaction on the actual service of the library in general	Frequency	19	30	25	16	0	90
		Percentage	21.2	33.4	27.7	17.7	0	100

(Source: survey, 2017E.C)

As the data in table 4.9 shows most of the student (about 50%) said that their expectation is excellent while about 33.4% (30 of the students) were very good service, 15 of the student (about 16.6%) where there is good service while they not said. None of the students are dissatisfied.

4.10 Punctuality of employees

Table 10; Punctuality of employees

No.	Item	Response	Frequency	%
15	How do you see the punctuality of the library staff in utilizing their work hours properly?	Very good	35	38.8
		Fairly good	20	22.2
		Poor	14	15.6
		Not poor	21	23.4
	Total		90	100

(Source: survey, 2017 E.C)

Table 4.10 clearly depicts that 35(38.8%) of the respondents responded that the punctuality of library staff is very good, 20(22.2%) of the respondents responded that the punctuality of library staff is fairly good, 14(15.6%) of the respondents responded that the punctuality of library staff is poor, and the rest 21(23.4%) of the respondents responded that the punctuality of library staff is not poor.

4.11 Satisfaction from Library

Table 11; satisfaction from library

No.	Item	Response	Frequency	%
16	To what extent is your satisfaction that you get from the library?	Highly satisfactory	20	22.2
		Satisfactory	14	15.6
		Fairly satisfactory	35	38.8
		Dis satisfactory	21	23.4
	Total		90	100

(Source: survey, 2017 E.C)

Table 4.11 item question is designed to know the level of satisfaction, 20(22.2%) respondents are highly satisfied, 14(15.6%) respondents are satisfied, 35(38.8%) respondents are fairly satisfied and the rest 21(23.4%) respondents are dissatisfied.

Table 12; variables about the number of personal

No.	Item	Response	Frequency	%
17	The number of personal to provide prompt service	Very good	35	38.8
		Good	25	27.7
		Poor	30	33.3
		Total	90	100%

(Source: survey, 2017E.C)

Table 12 item question was design to know the personal; to provide prompt service the of student who have responded very good for 35(38.8) replied good 25(27.7) and the rest 30(33.3) respondent replied poor it can be inferred that there is no prompt in the library.

Table 13 Evaluation of book loan given by the library

No.	Item	Response	Frequency	%
18	How do you evaluate the book loan given by library	Very good	30	33.3
		Good	40	44.4
		Poor	20	22.2
		Total	90	100%

(Source: survey, 2017 E.C)

Table 4.13 item was design to evaluate the book loan service given by the library as you can the table the number of students have responded very good 30(33.3), the student respond 40 (44.4) good and 20(22.2) poor as far as book loan is concerned it can be said it is promising hindered good service.

4.12 Students suggestions to improve the library service quality

The subjects were requested to forward some suggestions which could improve the library's service quality. Among their suggestions were:

- The library should improve the availability of books
- It should establish ground rules on how to use the library & it should take measure on these who do not respect the rules.
- The library improved its catalogue system
- It should assess the behavior of its employees
- It should provide awareness creating lessons for its employees on how to serve student ethically.
- Hence, the management of the university (or library) should work hard in improving the service taking the respondents suggestion as input.

4.13 Results from the discussion of open-ended interview

As indicated earlier, one of the sources of data for the study was on a interview with the manager of the librarian. The manager of the library was made to react to 6 interview questions were presented accordingly to their orders as follows.

- The first question was asked the library head to indicate who the student of the library .The second question for the library head was about what services the library offered to its students. He mentioned several services which the library offered among these are providing reading rooms for university staff. Providing reading rooms for students, providing books borrowing services for the university staff providing wireless internet service etc.
- The third question was asked the library head about what problems his office faced in its effort to offer quality library service. He replied that the major problem which hinders

the library from providing quality service was shortage of budget to fulfill different things like , books , tables, chairs of computers. The other problem of the manager said that users of the library some users of the library were irresponsible.

- The fourth question was asked to indicate what measure his office took to solve or minimize these problems. The library manager was to say that following the library maintains broken furniture, light bulbs & windows. It tried to copy different books and modulus & some times to borrow these form other institutions. It has tried to post some ground rules to restore rule and order in the library.
- The fifth question indicates was to what mechanism the library used to check whether its customer were satisfied with the library`s service. He said that the library hasn`t made serous attempts to follow up the satisfaction level of customers. But he indicated that there was some minor attempts .Of these attempts were randomly asking some customers regarding how good the library services were & receiving suggestions.
- The last question of the interview was designed to whether the librarians were with necessary training to offer library service. According to him none of the library employees were qualified in library service. They were promoted in to the rank of the librarian simply. But the employees were well experienced.

CHAPTER FIVE

5.SUMMARY, CONCLUSIONS AND RECOMMENDATION:

As it has been stated before, the major object of this study was to assess the library service quality Wolkite University and the level of satisfaction of it's the students to achieve these objectives of the study data were gathered through questionnaire for students and interview with the manager of the librarian of the university after analyzing & interpreting the data gathered through the different data gathering tools. The following conclusions recommended were made.

5.1 SUMMARY

This study has attempted to examine assessment of library service quality and student satisfaction in case of Wolkite University. Hence, the major finding of this study are summarized and presented as follows.

- 55.5% of respondent were male the number of male greater than female.
- 100% of the student users of the library.
- 55.5% of respondents have a good relation with employees
- 37.6% of respondent responses the main factor that affect the service negatively is responsibility of the employees.
- 40% of the respondent response there is no satisfied with the availability of books

- 40% of the respondent there is not satisfy with the availability or the accesses of necessary books.
- 48.6% of the respondent response to the library has adequate seats and floor specie neither/nor agree.
- 36.6% of the respondent response was dissatisfied by the librarian employees and their performance and they have a bad behaviour to their student.
- 44.4% of the respondent said that the employees were having adequate knowledge and good knowledge about giving the library service.
- 51.6% of the respondent response with expectation before your start getting service from the library is excellent service.
- 40% of respondent said that satisfied with the library service quality .so the manager and employees of the library would continue their performance.

5.2 Conclusion

- In this section tried to summarize the major finding of the study the following are the finding drawn from the study.
- All of the students were users of the library service. It implies that there is good reading habit.
- The usage rates of the respondents were almost throughout a day or week.
- The library was offered different services to its students. Like providing reading rooms, providing book borrowing services. Providing e-library (Wi-Fi) services etc.
- It was found that the customer the libraries (i.e. the students) were not satisfied with the library service quality. Most of the respondents rated the library service quality not good.
- Regarding to the library personnel, all the pieces of information gathered were found to be negative. In general, it could be concluded that the library employees were impolite,

unpunctual, irresponsible and they were also perceived as they have lack of experience and professionalism serve the library ,The employee were to waste a lot of time by searching books because of this reason the relationship between them is not smooth.

- The library was found to be exposed the different disturbance. These disturbances were reported to come from the students and employee, mobile phones, were fighting of students with each other and with the library employees, wearing style of students, especially when they wear high heeled shoes.
- Concerning to books in the library, it could be conclude that there were no enough books in the library besides it was found that students were not able to be served the books they wanted.

Regarding to the material (seats) of the library, it was found out that there were no enough seats in the library fortunately it was reported that those available material were clean & well arranged.

- Regarding to weather the student were satisfied with the library services. It was found out the service of the library were not well satisfied due to scarcity of books, and computers and with the library employees' performance.
- It appeared that the library employees were not the necessary training and experience to offer library services.
- The primary customers of the library were students of the university
- The library has been offering different services to its student like, providing rooms, bought books, e-library service etc
- It was also found that the library faced several problems. Among these were shortage of budget & the users of the library themselves.
- It was learned that the library had been taking different measures to alleviate the problems it faced. Among the measures were maintaining the libraries different measures to alleviate the problems it faced. Among the measure were maintain the libraries different features like materials, trying to copy different books & modulus from other

institutions, offering training's for its employee, offering orientation for its users, punishing unethical students & employees and preparing ground rules for users for users to utilize the library properly,

- The library has tried to informally gather information from its student regarding whether they were satisfied with the service offered. It was found that no attempts were made to formally survey the satisfaction of the library users.
- The found that the library employees were not with the necessary training and experience to offer to library service.

5.3 Recommendation

Based on the conclusions drawn in the form of finding of study the following recommendations were forwarded.

- The majority of the respondent's response is negative towards the provision of the quality service. Therefore the library has to amend the service by assessing the failure area of the service.
- The result indicate the main factor that affects the service negatively is irresponsibility of the employees It needs a serious attention by the university management to enable the employee responsible to their customers. For example incidental monitoring and dependability of the employees and can be the means of monitoring and evaluating the performance of the employees.
- There is a need to inventory the books to fill the gap of the shortage of books. That enables the students to get access and be competent.
- The library was exposed to different disturbance, it is very likely that this disturbance might hinder the students reading & they might divert their attention away from their

readings. Therefore, the library should establish rules & disciplinary measures to impose reinforcement on those who cause the disturbance.

- Attempts should be made to make the library as attractive as possible this might happen if different posters are posted on the walls of the library, if it is painted with attractive colors & if the light bulbs are changed by attractive ones, The students will improve the reading habit
- Attempts should try very hard to fulfill materials. So that the number of chairs (seats) and the number of students could be balanced difficult, the library should try to copy important books from other institution.
- The library should conduct students satisfaction service each year. So that it should improve its weakness.
- The management of the university should allocate enough budgets for the library, So that it could fulfill the necessary materials and books.
- The above all, the library sciences. If this is impossible, the already employed workers should be providing with the necessary training to serve in a library. There should also be a mechanism to share experiences with other university' library.

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APPENDIX I

WOLKITE UNIVERSITY

College of business and economics

Department of Management

Questionnaire Filled by: Users of Libraries (Students)

Dear respondents

This questioner is design primary to solicit information which will be use senior research paper entitle << assessment of library service quality and student satisfaction of Wolkite University library>> so you kindly request to give the right answer you are think since it contributes a lot for the success of this study.

N.B: makes tick mark (√) in the box which you think an appropriate responses no need of writing your name

Part one: - general information

1. Age : 18-35 35-50 Above 50

2. Sex : Male Female

Part two: - specific questions for students

3. Are you the user of the library

Yes No

4 If your answer for questions number 3 is yes how many times do you use?

One week One day Always Two times in a day

5.What is your relationship with library employees?

Good Neutral Bad

6. You get the book whenever you went to read?

Strongly agree Agree Neither/nor agree Disagree

Strongly disagree

7. How do you rate your level of satisfaction on the actual service of the library general?

Very satisfied Satisfied Dissatisfied Very dissatisfied

8. How do you see the service quality of the library?

Very high High Medium Low

9. How is the comfort of library ?

Very good Good Poor Not poor

10. How do you see the availability of books in the library?

Very satisfactory Satisfactory Dis-satisfactory

Strongly dis-satisfactory

11. To what extent the library is convenient to the student?

Highly convenient Not convenient Moderately convenient

Low convenient

12. How do you evaluate the length time given to use the books?

Fair enough Enough Not enough

13. How do you see the punctuality of the staff?

Very punctual Punctual Not punctual

14. What is expectation before you start getting service from the library?

Excellent Very good Good

15. The employees of the library have adequate knowledge in relation to the duty?

Agree Strongly agree Neither/nor agree Disagree Strongly agree

16. The employees are polite (caring)?

Agree Strongly agree Neither/nor agree Disagree Strongly-disagree

17. The library has adequate seats and flower spaces?

Agree Strongly agree Neither/nor agree Disagree Strongly disagree

18. There are enough books in the library?

Agree Strongly agree Neither/nor agree Disagree Strongly disagree

19. How do you see the satisfaction of your duty?

Very satisfactory Satisfactory Fairly satisfactory Dis-satisfactory

20. What are the factors that influence service quality?

Lack of employee commitment

Lack of employee experience

Low communication skill of employees

Filling of irresponsibility by employees

21. How do you see the number of user in the library?

High Medium Low

22. Libraries are kept their promise in providing the service of the library.

Agree Strongly agree Disagree Strongly disagree

Neither/nor agree

APPENDIX II

Interview questionnaire with the library manager

Dear library manager :

The purpose of this interview is to gather data for a senior essay research project entitled “An you assessment of library service quality an student satisfaction.” Genuine response is very important for the success of this research

Would you please react to each of the following questions?

Thank you very much for your corporation

1. Who are the users of your library service?
2. What service does the library offer to its users?
3. What problem do you face in your effort to quality library service?
4. What major do you take to solve or minimize these problems?
5. What mechanisms does the library use to check whether the users are satisfied or not?
6. What are your measurements to the library workers experience and skill necessary to serve the users of the library?