

## CHAPTER FOUR

### RESULTS

The previous chapter described the subjects of the study, materials and the method of collecting and analyzing the data. This chapter reports the results of the study which is divided into five parts based on the data collected from the questionnaires, as follows:

- 4.1 General information of the respondents
- 4.2 Characteristics of library use
- 4.3 Satisfaction with library use
- 4.4 Problems found in using library's services
- 4.5 Additional service requirements and suggestions

#### 4.1 GENERAL INFORMATION OF THE RESPONDENTS

This part is composed of four questions about general information of the respondents in terms of gender, age, education level, and position level. The total number of respondents in this study was 242.

**Table 3. Gender**

	Frequency	Percentage
Male	69	28.5
Female	173	71.5
<b>Total</b>	<b>242</b>	<b>100.0</b>

Table 3 shows that nearly 3/4 of the respondents were female, while 28.5% were male.

**Table 4. Age Groups**

	Frequency	Percentage
Less than 30 yrs.	12	5.0
30-35 yrs.	60	24.8
36-40 yrs.	47	19.4
41-45 yrs.	57	23.6
46-50 yrs.	42	17.4
More than 50 yrs.	24	9.9
<b>Total</b>	<b>242</b>	<b>100.0</b>

From Table 4, it is shown that the largest group of respondents was those whose age fell between 30-35 years old, accounting for 24.8% of them, followed by the age of 41-45 years old (23.6%), and 36-40 years old (19.4%).

**Table 5. Education Level**

	Frequency	Percentage
Lower than Bachelor's degree	0	0.0
Bachelor's degree	108	44.6
Master's degree	131	54.1
Doctorate's degree	3	1.2
<b>Total</b>	<b>242</b>	<b>100.0</b>

Table 5 indicates that the majority of respondents' educational background was Master's degree at 54.1%, followed by Bachelor's degree and Doctorate's degree at 44.6% and 1.2% respectively. No respondent had education level at lower than Bachelor's degree.

**Table 6. Position Level**

	Frequency	Percent
Operational staff or lower	3	1.2
Officer / Senior Officer	210	86.8
Team Executive or above	29	12.0
<b>Total</b>	<b>242</b>	<b>100.0</b>

From Table 6, almost 90% of respondents were at the position level of 'Officer or Senior Officer', followed by that of 'Team Executive or above' at 12%.

## 4.2 CHARACTERISTICS OF LIBRARY USE

The utilization status of the BOT Library presented in this part is interpreted through both statistical tables and descriptive statistics. The results are shown as follows.

**Table 7. Frequency of Library Use**

	Frequency	Percent
Everyday	1	0.4
More than 1 time a week	17	7.0
1 time a week	41	16.9
1 time a month	94	38.8
Uncertainly	89	36.8
<b>Total</b>	<b>242</b>	<b>100.0</b>

Table 7 shows that the highest frequency of use was ‘1 time a month’ (38.8%), followed by ‘uncertainly’ at 36.8%. Meanwhile ‘everyday’ was the lowest one with 0.4%.

**Table 8. The most used time period**  
(can choose more than 1 choice)

	Frequency	Percent
8.00 – 8.30 hrs.	35	11.3
8.30 – 12.00 hrs.	39	12.5
12.00 – 13.00 hrs.	123	39.5
13.00 – 16.30 hrs.	80	25.7
16.30 – 17.00 hrs.	34	10.9
<b>Total</b>	<b>311</b>	<b>100.0</b>

As indicated in Table 8, the most used period (39.5%) was during lunch break (12.00-13.00 hrs.), followed by ‘13.00-16.30 hrs.’ with 25.7% of respondents. In contrast, the least used period was ‘16.30-17.00 hrs.’ with a small percentage of 10.9%.

**Table 9. Length of Time in Using Library**

	Frequency	Percent
Less than 30 minutes	93	38.4
30 minutes – 1 hour	142	58.7
1 -2 hours	7	2.9
More than 2 hours	0	0.0
<b>Total</b>	<b>242</b>	<b>100.0</b>

Table 9 shows that most respondents (58.7%) used the library about ‘30 minutes-1 hour’, followed by ‘less than 30 minutes’ with 38.4%. However, nobody indicated that they used the library more than 2 hours.

**Table 10. Purpose of Library Use**  
(choose not more than 3 items)

	Frequency	Percent
To find information needed for your work	136	23.4
To find information needed for your own study or to do your homework or review lessons	64	11.0
To read books	92	15.8
To read newspapers / periodicals	110	18.9
To take a rest	49	8.4
To use circulation service	131	22.5
<b>Total</b>	<b>582</b>	<b>100.0</b>

Concerning the purpose in using the library, Table 10 explains that ‘to find information needed for work’ was ranked at the first place (23.4%). Meanwhile, ‘to use circulation service’ (22.5%) and ‘to read newspaper / periodicals’ (18.9%) were at the second and the third rank respectively.

**Table 11. Resource Language most frequently used**

	Frequency	Percent
Thai	197	81.4
English	45	18.6
<b>Total</b>	<b>242</b>	<b>100.0</b>

According to Table 11, the language of the BOT Library’s resources most used was Thai with a large proportion of more than 80%, while English materials were used at only 18.6%.

**Table 12. Subject Areas frequently used**  
(choose not more than 3 items)

	Frequency	Percent
Economics / Finance / Banking	119	27.9
Management	80	18.7
Accounting	38	8.9
Computer / Technology	101	23.7
Others	89	20.8
<b>Total</b>	<b>427</b>	<b>100.0</b>

Table 12 indicates that the subject area most used was ‘economics / finance / banking’ (27.9%), while ‘computer / technology’ subject was used at the second rank (23.7%). On the contrary, ‘accounting’ was ranked at the last place with a small percentage of 8.9%.

**Table 13. Library Services frequently used**  
(can choose more than 1 choice)

	Frequency	Percent
Circulation service	209	38.5
Document Delivery Service: DDS	102	18.8
Reading service within the library	118	21.7
Reference service	7	1.3
e-Resource service	107	19.7
<b>Total</b>	<b>543</b>	<b>100.0</b>

Regarding the BOT Library's services frequently used, Table 13 reveals that 'circulation service' was ranked at the first place (38.5%). 'Reading service within the library' (21.7%) and 'e-resource service' (19.7%) were at the second and the third rank respectively. The last ranked service was 'reference service' with a very small proportion of 1.3%.

**Table 14. Frequency of Using Services via the Library's Webpage**

	Frequency	Percent
Everyday	7	2.9
More than 1 time a week	25	10.3
1 time a week	34	14.0
1 time a month	66	27.3
Uncertainly	42	17.4
Never used	68	28.1
<b>Total</b>	<b>242</b>	<b>100.0</b>

As for the frequency of using services via the BOT Library's webpage, Table 14 explains that the majority of the users never used the webpage with a largest percentage of 28.1%. The second rank was using it '1 time a month' (27.3%), followed by using 'uncertainly' (17.4%). Clearly, 'everyday' was the least frequency of making use of the webpage with a little percentage of 2.9%.

**Table 15. Frequency of Using e-Resources provided by the Library**

	Frequency	Percent
Everyday	54	22.3
More than 1 time a week	44	18.2
1 time a week	28	11.6
1 time a month	37	15.3
Uncertainly	12	5.0
Never used	67	27.7
<b>Total</b>	<b>242</b>	<b>100.0</b>

Table 15 shows that most respondents (27.7%) never used the library's e-resources. However, using them 'everyday' (22.3%) was at the second rank, followed by using 'more than 1 time a week' (15.3%).

### 4.3 SATISFACTION WITH LIBRARY USE

In all, there were 24 user satisfaction issues measured with the 5-point Likert scale (from “strongly satisfied” to “strongly dissatisfied”). The questionnaire contained issues regarding the BOT Library’s services in terms of (1) resource sufficiency, (2) accessibility, (3) staff, and (4) environment. The results are shown as follows.

#### 4.3.1 Satisfaction With Resource Sufficiency

**Table 16. Satisfaction with Resource Sufficiency (Ranked by Mean)**

Issues	Frequency	Missing & Never Used	Mean	SD	Meaning
1. Sufficiency of titles of newspapers	229	13	3.73	0.73	Satisfied
2. Sufficiency of e-resources	227	15	3.57	0.81	Satisfied
3. Sufficiency of titles of books	242	0	3.32	0.81	Moderate
4. Sufficiency of titles of periodicals	236	6	3.32	0.84	Moderate
5. Sufficiency of copies of newspapers	224	18	3.30	0.82	Moderate
6. Sufficiency of copies of books	242	0	3.09	0.74	Moderate
7. Sufficiency of audio-visual materials	195	47	3.02	0.81	Moderate
8. Sufficiency of copies of periodicals	231	11	3.01	0.79	Moderate
<b>Total</b>	<b>n = 242</b>		<b>3.30</b>	<b>0.60</b>	<b>Moderate</b>

Table 16 reveals that the respondents scored the overall area of the BOT Library’s resource sufficiency at moderate level (mean = 3.30). Almost all the issues in this area were rated as moderate, except the top 2 of the most satisfied issues of this dimension which were scored as satisfactory. They were, ‘sufficiency of titles of newspapers’ at a mean of 3.73, and ‘sufficiency of e-resources’ at 3.57.

#### 4.3.2 Satisfaction With Accessibility

**Table 17. Satisfaction with Accessibility (Ranked by Mean)**

Issues	Frequency	Missing & Never Used	Mean	SD	Meaning
1. Circulation service	240	2	3.97	1.42	Satisfied
2. Document Delivery Service: DDS	214	28	3.84	0.84	Satisfied
3. e-Resource Service provided via email	227	15	3.74	0.82	Satisfied
4. e-Resource Service provided on the library’s webpage	227	15	3.67	0.80	Satisfied
5. Material arrangement	240	2	3.54	0.67	Satisfied
6. Computer search service	235	7	3.49	0.75	Satisfied
7. Service hours	236	6	3.10	0.94	Moderate
<b>Total</b>	<b>n = 242</b>		<b>3.62</b>	<b>0.58</b>	<b>Satisfied</b>

Table 17 shows that the respondents were satisfied with the overall aspect of the library accessibility at a mean of 3.62. The users were most satisfied with ‘circulation service’ (3.97), followed by ‘Document Delivery Service: DDS’ at 3.84. However, ‘service hours’ was the only issue in this area which was rated at the moderate level, with a mean of 3.10.

### 4.3.3 Satisfaction With Staff

**Table 18. Satisfaction with Staff (Ranked by Mean)**

Issues	Frequency	Missing & Never Used	Mean	SD	Meaning
1. Politeness and willingness of the library's staff	240	2	3.87	0.79	Satisfied
2. Speed of service	240	2	3.80	0.76	Satisfied
3. Knowledge of staff	238	4	3.72	0.77	Satisfied
4. Sufficiency of service staff	238	4	3.64	0.71	Satisfied
<b>Total</b>	<b>n = 242</b>		<b>3.76</b>	<b>0.67</b>	<b>Satisfied</b>

Table 18 indicates that the respondents felt satisfied with the overall dimension of the library’s staff at a mean of 3.76. Every issue of this aspect was rated at satisfied level. The respondents indicated that they were most satisfied with ‘politeness and willingness of the staff’, with a mean of 3.87, while least satisfied with ‘sufficiency of service staff’ at a mean of 3.64.

### 4.3.4 Satisfaction With Environment

**Table 19. Satisfaction with Environment (Ranked by Mean)**

Issues	Frequency	Missing & Never Used	Mean	SD	Meaning
1. Equipment of the library	242	0	4.06	0.68	Satisfied
2. Interior lighting of the Library	242	0	3.98	0.67	Satisfied
3. The library design and area arrangement	242	0	3.93	0.68	Satisfied
4. Ventilation system	242	0	3.81	0.76	Satisfied
5. The library's quietness	241	1	3.53	0.73	Satisfied
<b>Total</b>	<b>n = 242</b>		<b>3.86</b>	<b>0.59</b>	<b>Satisfied</b>

Table 19 reveals that the BOT users were satisfied with every issue of the environment dimension. As a result, the overall area of the library’s environment was assessed at the satisfied level with a mean of 3.86. The first rank of this area was ‘equipment of the library’ at 4.06, whereas ‘the library’s quietness’ was ranked at the last place with a mean of 3.53.

### 4.3.5 Overall Satisfaction With the BOT Library's Services

**Table 20. Overall Satisfaction with the BOT Library's Services**

Dimensions	Mean	SD	Meaning
1. Resource Sufficiency	3.30	0.60	Moderate
2. Accessibility	3.62	0.58	Satisfied
3. Staff	3.76	0.67	Satisfied
4. Environment	3.86	0.59	Satisfied
<b>Overall satisfaction</b>	<b>3.59</b>	<b>0.48</b>	<b>Satisfied</b>

Table 20 shows the overall users' satisfaction with the BOT Library's services in 4 different dimensions: (1) resource sufficiency, (2) accessibility, (3) staff, and (4) environment. From the table, the overall assessment of the library services was regarded as satisfactory with a mean of 3.59. The respondents were most satisfied with the environment aspect (3.86), followed by the staff (3.76), the accessibility (3.62), and the resource sufficiency (3.30) respectively.

## 4.4 PROBLEMS FOUND IN USING LIBRARY'S SERVICES

In this part, there are 26 problematic issues concerning the BOT Library's services in each dimension, with the degree of the problems measured with the 5-point Likert scale (from "very high" to "very low"). The results are divided into 5 parts as follows.

### 4.4.1 Problems With Resource Sufficiency

**Table 21. Problems with Resource Sufficiency (Ranked by Mean)**

Issues	Frequency	Missing & Never Used	Mean	SD	Meaning
1. Books are outdated	239	3	2.90	1.06	Moderate
2. Titles of books are not enough	241	1	2.79	1.03	Moderate
3. Copies of books are not enough	240	2	2.73	1.00	Moderate
4. Copies of periodicals are not enough	231	11	2.68	1.03	Moderate
5. Titles of periodicals are not enough	229	13	2.66	1.04	Moderate
6. Books are damaged	237	5	2.40	0.94	Low
7. Copies of newspapers are not enough	222	20	2.35	0.98	Low
8. Titles of newspapers are not enough	223	19	2.32	0.95	Low
<b>Total</b>	<b>n = 242</b>		<b>2.61</b>	<b>0.77</b>	<b>Moderate</b>

From Table 21, it is shown that the BOT Library had problems on the overall dimension of resource sufficiency at the moderate level with a mean of 2.61. The top 3 of the most problematic issues in this area were ‘books are outdated’ (2.90), ‘titles of books are not enough’ (2.79), and ‘copies of books are not enough’ (2.73) respectively.

#### 4.4.2 Problems With Accessibility

**Table 22. Problems with Accessibility (Ranked by Mean)**

Issues	Frequency	Missing & Never Used	Mean	SD	Meaning
1. Service hours are not enough	237	5	2.78	1.22	Moderate
2. Lists of books are found in computer, but the books cannot be found on shelf	235	7	2.59	1.05	Low
3. New issues of periodicals are late provided	234	8	2.50	1.05	Low
4. Computer search service is too complicated	235	7	2.43	1.01	Low
5. The borrowing period is not long enough	242	0	2.36	1.07	Low
6. The number of library resources for circulation each time is not adequate	240	2	2.31	1.05	Low
7. Periodical arrangement is not convenient to use	234	8	2.31	0.92	Low
8. Book arrangement is not in order	241	1	2.28	0.99	Low
9. The quantity of searching computers is not adequate	236	6	2.06	0.94	Low
<b>Total</b>	<b>n = 242</b>		<b>2.40</b>	<b>0.74</b>	<b>Low</b>

Table 22 reveals that the degree of problem on the overall aspect of the library’s accessibility was evaluated as low (2.40). Similarly, almost all of the issues in this area were rated as low level, excepting the problem ‘service hours are not enough’ which was assessed as moderate (2.78).

#### 4.4.3 Problems With Staff

**Table 23. Problems with Staff (Ranked by Mean)**

Issues	Frequency	Missing & Never Used	Mean	SD	Meaning
1. The number of library staff providing services is not sufficient	237	5	1.82	0.91	Low
2. Staff have not enough knowledge to help users	236	6	1.67	0.83	Very Low
3. Staff are not willing to service or explain about services of the library	237	5	1.65	0.86	Very Low
4. Staff are not polite	238	4	1.61	0.83	Very Low
<b>Total</b>	<b>n = 242</b>		<b>1.69</b>	<b>0.77</b>	<b>Very Low</b>

Table 23 indicates that the level of problem on the overall area of the library's staff was regarded as very low with a mean of 1.69. Nearly all issues of this dimension were rated as very low degree, except the problem 'the number of library staff providing services is not sufficient' which was evaluated as low level (1.82).

#### 4.4.4 Problems With Environment

**Table 24. Problems with Environment (Ranked by Mean)**

Issues	Frequency	Missing & Never Used	Mean	SD	Meaning
1. The library is not quiet enough	241	1	1.89	1.00	Low
2. Ventilation system is not good	240	2	1.85	0.95	Low
3. Some areas of the library have not enough light	241	1	1.80	0.88	Very Low
4. The number of tables and chairs is not adequate	241	1	1.79	0.87	Very Low
5. The library design is not convenient for users	240	2	1.75	0.86	Very Low
<b>Total</b>		<b>n = 242</b>	<b>1.81</b>	<b>0.82</b>	<b>Low</b>

Table 24 shows that the library had problems on the overall area of its environment at low level (1.81). The top 2 of the most problematic issues in this area were 'the library is not quiet enough' and 'ventilation system is not good', where both of them were rated as low degree with a mean of 1.89 and 1.85 respectively. The other 3 issues of this area were evaluated as very low degree.

#### 4.4.5 Overall Problem With the BOT Library's Services

**Table 25. Overall Problem with the BOT Library's Services**

Dimensions	Mean	SD	Meaning
1. Resource Sufficiency	2.61	0.77	Moderate
2. Accessibility	2.40	0.74	Low
3. Staff	1.69	0.77	Very Low
4. Environment	1.81	0.82	Low
<b>Overall problem</b>	<b>2.24</b>	<b>0.64</b>	<b>Low</b>

In Table 25, it is shown that overall problems with the BOT Library services were regarded as low degree with a mean of 2.24. The most problematic dimension was the resource sufficiency (2.61), followed by the accessibility (2.40), the environment (1.81), and the staff (1.69) respectively.

## 4.5 ADDITIONAL SERVICE REQUIREMENTS AND SUGGESTIONS

This part explains the results of the final part of the questionnaire conducted to find out the degree of need for some additional services that should be available in the BOT Library and to gain valuable suggestions from the respondents in order to provide the excellent services. The results are divided into 2 parts as follows.

### 4.5.1 Additional Service Requirements

In Part 5 of the questionnaire, there are 5 additional services rated by the respondents with a 3 degree of need ('not needed = 1', 'needed = 2', and 'absolutely needed = 3'). The results are shown in the table below.

**Table 26. Additional Service Requirements**

Issues	Frequency	Missing & Never Used	Mean	SD	Meaning
1. Extension of service hours on weekdays	241	1	1.68	0.77	Needed
2. Addition of service hours on Saturdays	241	1	1.47	0.78	Not Needed
3. Providing more books in other subjects that are not related to economics, finance, and banking	237	5	1.76	0.66	Needed
4. Providing more periodical subjects	236	6	1.58	0.67	Not Needed
5. Training course of how to use the library	238	4	1.38	0.54	Not Needed

Table 26 reveals that the BOT Library's users required 'providing more books in other subjects that are not related to economics, finance, and banking' and 'extension of service hours on weekdays' with a mean of 1.76 and 1.68 respectively. Meanwhile 'training course of how to use the library', 'addition of service hours on Saturdays', and 'providing more periodical subjects' were evaluated as 'not needed' with a mean of 1.38, 1.47, and 1.58 respectively.

### 4.5.2 Suggestions From the Respondents

On the open-ended questions, the respondents provided some useful suggestions regarding the BOT Library's services, as follows.

1. Extension of service hours on weekdays: - Table 27 shows that among all of 242 respondents, 116 persons answered the open-ended question regarding the extension of the library service hours on weekdays. They recommended that the most required opening time be 8.00 hours with a large percentage of 54.3%, while the most desirable closing time be 18.00 hours at 43.1%.

**Table 27. Need for Extension of Service Hours - on Weekdays**

Opening Time	Frequency	Percentage	Closing Time	Frequency	Percentage
7.00	25	21.6	17.00	14	12.1
7.30	28	24.1	17.30	22	19.0
8.00	63	54.3	18.00	50	43.1
			18.30	6	5.2
			19.00	20	17.2
			20.00	4	3.4
<b>Total</b>	<b>116</b>	<b>100</b>	<b>Total</b>	<b>116</b>	<b>100</b>

2. Need for more books in other subjects that are not related to economics, finance, and banking: - There were 144 respondents indicating that they needed more books in other subjects not related to economics, finance, and banking. The top 3 of the most required subjects were computer (22.9%), management (17.4%), and novel (13.2%) respectively (see Table 28).

**Table 28. Need for more Books in other Subjects not related to Economics, Finance, and Banking**

Book Subjects	Frequency	Percentage
Computer	33	22.9
Management	25	17.4
Novel	19	13.2
History & Biography	11	7.6
Human Resources	10	6.9
Law	9	6.3
Accounting	8	5.6
English improvement	8	5.6
Entertainment	7	4.9
Health	6	4.2
Others	8	5.6
<b>Total</b>	<b>144</b>	<b>100.0</b>

3. Need for more periodical subjects: - Even though the majority of respondents assessed that they did not need more periodical subjects (as mentioned earlier in Part 4.5.1), some of them (101 persons) say they did. The top 3 of the most required periodical subjects were entertainment (22.8%), travel (16.8%), and health care (12.9%) respectively (see Table 29).

**Table 29. Need for more Periodical Subjects**

<b>Periodical Subjects</b>	<b>Frequency</b>	<b>Percentage</b>
Entertainment	23	22.8
Travel	17	16.8
Health Care	13	12.9
Home Furnishings	11	10.9
Computer	9	8.9
Novel	5	5.0
Technology	5	5.0
Family / Mother & Children	4	4.0
Human Resources	4	4.0
Sport	4	4.0
Others	6	5.9
<b>Total</b>	<b>101</b>	<b>100.0</b>

#### 4. Other suggestions:

4.1 Some respondents requested the BOT Library to change its policy on the Document Delivery Service (DDS) which now excludes books for entertainment. They want this service to include all subjects of book because many users work at different buildings from the library and have no time to go there.

4.2 A quantity of respondents said that they were impressed with the library staff, except occasionally some of them talked very loudly with friends or colleagues in the library. Therefore, the library management should train the staff to avoid doing such behavior within the library.

4.3 A lot of books in the library are outdated, so new books should replace them.

4.4 Some of books and periodicals are needed by a lot of users, which results in a very long waiting list for them. In order to solve this problem, the library management should consider providing with more copies.

4.5 For convenience of the users, the library should provide a renewal service on its webpage for the users to renew books online by themselves.

4.6 The library should inform the users about its services or how to use them so that the users have a better understanding and can use the services more effectively.

4.7 As there is a coffee shop located within the library, its activities sometimes make noise disturbing the users' reading efficiency. In that case, the library management should seek a proper way to solve this problem.

The findings of this study will be summarized and discussed in the next chapter.