



DISSERTATION

MEASURING THE SERVICE QUALITY OF LIBRARY
STAFF OF THE UNIVERSITY OF MORATUWA,
SRI LANKA ON STUDENTS' PERSPECTIVES

Submitted by

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Abstract

Measuring the Service Quality of Library Staff of the University of Moratuwa, Sri Lanka on Students' Perspectives

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This study examines the Measure the Service Quality of Library Staff of the University of Moratuwa, Sri Lanka on Students' Perspectives. Users are being gradually moved to electronic libraries and other information sources. Enhancing the information resources and facilities are not enough to hold the users in the library and it is necessary to improve the services like customer care by the library staff. With this technological era human resources has become most important asset than physical resources. Therefore, to measure the service quality of Library Staff on students' perspectives is very important research area with different directions. The quality of services provided by the Library Staff at expected and observed levels has been examined from the students using a modified version of the ServQUAL questionnaire. Three factors and fifteen dimensions have been identified that are appropriate to explain service quality from students' perspectives. The findings revealed that 'overall service quality' affects to 'frequency of library use' and 'recommend others to use the library'. Conducting training programs and workshops for staff, establish the research help desk, have a session to introduce new concepts in the information field in every month, maintain a system to get feedback continuously, resolve the background issues to improve the services, and are important strategies for service quality improvements. Findings revealed that as a whole, students are generally satisfied with the service provided by library staff of University of Moratuwa.

Key words: Library Staff, Service Quality, University Libraries, University of Moratuwa