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Evaluation of the Quality of the Library Information Services in the Jordanian Universities from the Employees Perspectives

Ahmad Mohammad Badah

Tareq Ziad Abu Hazeem

Nidal Ibrahim Al- Ahmad

Jamil Izat Al-Masri

Abstract

This study aimed at evaluating the quality of the services the libraries and information centers provide in both the public and private Jordanian universities from the perspectives of their employees. The study population consisted of all the libraries and information centers employees in the Jordanian universities during the academic year 2012/2013. The study sample was chosen by the stratified random method to include (171) participants comprising (44%) of the total population. The study results showed that the quality degree of the services provided by the libraries and information centers of Jordanian universities was high. Furthermore, The results showed the existence of statistically significant differences at ($\alpha=0.05$) level among the responses of the study sample attributed to the academic degree and specialization. On the other hand, the results showed no differences attributed to the type of the university variable. The researchers strongly recommended providing administrative and technical support to the university libraries, increasing their financial allocations from the university budget to keep up with the technical developments; such as developing their paper and electronic resources, so as to meet the needs of the scientific research and subjects for the beneficiaries of the students, faculty members and the local community in all Jordanian universities.

Keywords: Quality Management, Library and Information Services, University Libraries, Jordanian Universities.

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(Juran & Gryna, 2004)

.(2001)

.(Moghaddam & Moballeghi, 2008)

(Johannen,1995)

.(White&Ables,2008)

.(2002)
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(Andaleeb& Simmonda, 2001)

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$(0.05 \geq \alpha)$

Wang (2006)

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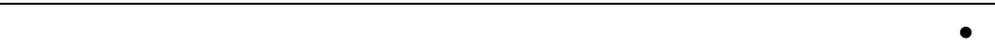
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%24	41		
%60	103		
%16	27		
%100	171		
%48	82		
%52	89		
%100	171		
%51	87		
%49	84		
%100	171		

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	0.98	4.61		26	5
	0.91	4.53		27	6
	0.87	4.51		25	7
	0.94	4.50		9	8
	0.89	4.48		10	9

	1.14	4.46		3	10
	1.03	4.38		13	11
	1.03	4.35		17	12
	1.09	4.33		19	13
	1.08	4.33		18	14
	0.87	4.31		21	15
	0.91	4.29		23	16
	0.94	4.27		20	17
	0.84	4.11		34	18
	0.99	4.02		1	19

	1.14	3.94		12	20
	1.23	3.86		22	21
	1.17	3.81		30	22
	1.25	3.72		33	23
	1.21	3.69		32	24
	1.11	3.61		31	25
	1.16	3.54		2	26
	0.94	3.51		11	27
	0.98	3.42		5	28
	0.97	3.42		16	29

	1.22	3.33		7	30
	1.17	3.12		36	31
	1.15	3.04		24	32
	1.13	2.92		35	33
	1.10	2.61		4	34
	1.12	2.42		14	35
	1.23	2.31		6	36
	1.19	2.28		8	37
	1.14	2.24		15	38
	1.02	3.82			

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			170	111.818	

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			3.80	
0.11	0.27	0.39	4.22	

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0.131	169	2.17	0.85	3.98	87	
			0.93	3.96	84	

(0.05 = α)

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