Influence of Dispositional Factors on Quality Service Delivery in two University Libraries in Oyo State, Nigeria

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Abstract

One of the objectives of university libraries is to become relevant in information service delivery and to provide quality service to their users. Previous studiesrevealed that some users are not satisfied with the service rendered in university libraries. This study therefore examined influence of dispositional factors (perception, attitude and satisfaction) on quality service (tangibility, reliability, responsiveness, assurance, empathy) delivery in two university libraries in Oyo State, Nigeria.The study was anchored to Expectancy Disconfirmation Theory, while the survey research design of correlational type was adopted. Two universities in Oyo State were selected for the study; University of Ibadan (UI) and AjayiCrowther University (ACU). Two stage and total enumeration sampling techniques were adopted to select participants from the two university libraries under study respectively. A total of 431 participants which comprised postgraduate students and library personnel were selected. The instruments used were dispositional factors scale (r=0.98), contextual factors scale (r=0.76) and servqual scale (r=0.97). Data were analysed using descriptive statistics, pearson's product moment correlation and multiple regression at 0.05 level of significance.There was high students' perception of quality service in the two universities ($\bar{x}$=29.8), library personnel attitude towards students was positive ($\bar{x}$=27), students' level of satisfaction of library services was high ($\bar{x}$=29.98).The state of quality service delivered was high ($\bar{x}$=68.60). There were significant relationship between dispositional factors and quality service delivery; students' perception (r=.632), library personnel attitude (r=.480), students' satisfaction (r=.620). Dispositional factors influenced quality service delivery among postgraduate students in universities in Oyo State, Nigeria. Library personnel should exhibit positive attitude towards library users, most especially postgraduate students in order to improve their use of the library.

Keywords: Quality service delivery, Dispositional factors, Personnel attitude.

Introduction

It is expected that university libraries provide a range of services that would support the teaching, learning and research abilities of the institution. Librarians' Registration Council of Nigeria (LRCN) (2014) proposed that university library shall carry out the following services: circulation services, inter-library loan services, reference and Information services, current awareness services, Selective Dissemination of Information (SDI), user-education, literature searching, compilation of bibliographies, indexing and abstracting services, knowledge management services and many more. The aforementioned services are rendered in the university library with the purpose of ensuring that the

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information needs of different categories of users are met. It is not enough for university libraries to render services; quality is highly demanded most especially in this 21st Century when users are getting more sophisticated in their quest for library services.

At present, some librarians have changed their assessment of library services to connote a user oriented one. The evaluation of how efficient and effective a library accomplishes its goals depends largely on how the users evaluate the quality of services provided. Although, studies that have been carried out on assessment of library performance, for instance, Dole (2013); Haliso and Ogugbemi (2013);Haliso and Aina (2011); Chrzastowski (2008); and Kyrillidou (2002) and the host of others revealed that libraries measure its performance by using input and output measures. Inputs are the resources available to the system, which include financial, staffing, and material resources that be in form of analog or digital. Outputs on the other hand are the activities the system exports which can include transactions, hours of library opening and closing, availability and usability of the material resources just to name a few. However, these study only focused on measuring the competencies of library personnel and the library management's efforts in providing needed facilities for the library users and ignored the evaluation of quality of services rendered and the extent to which users' expectations are met. The methods also fail to take into consideration the views and opinions of the users.

Parasuraman, Zeithaml and Berry (1990) posit that, in a service quality orientation, customers are in the position to judge quality; all other judgments outside customers' opinions are ultimately in appropriate. Therefore, the aforementioned methodsare no longer sufficient because of the advent and application of information technology and the changing taste/needs ofcustomers for better services in library operations.It was established by Nicholson (2004) that there is need to combine the traditional methods (input and output measures) with other forms of assessment in which the actual users of the library became the focus since they are the beneficiaries of the service. Naidu (2009) also affirms that service quality has changed its focus for achieving value from product specifications towards building good relationships with customers. This entails that researchers have shifted from measuring quantitative outputs (such as size of collection, circulation statistics) to measuring outcomes (such as quality and satisfaction).

Parasuraman, Zeithaml and Berry (1988) cited in Isaiah-Ojo (2019) in an attempt to measure service quality using customer based approach, developed an instrument known as SERVQUAL Model for assessing customer perceptions of service quality in service and retailing organisations. Naidu (2009) opines that the instrument could be adapted for the library environment. It is a sound measure of service quality that can identify the aspects of service that require performance improvement, assessing the extent to which each aspect of service needs improvement and evaluating the impact of improvement efforts (Zeithaml and Bitner, 2003). The tool is widely used by academic libraries in the USA (Nitecki and Hernon, 2000).

The model has five dimensions through which consumers can determine services: tangibility: this includes appearance of physical facilities, equipment, personnel, and communication materials; reliability: this has to do with ability to perform the promised service dependably and accurately; responsiveness: willingness to help customers and provide prompt service; assurance: this has to do with knowledge and courtesy of employees and their ability to convey trust and confidence; and empathy: the caring, individualised attention the firm provides its customers. Kachoka (2010) claims that the instrument is now recognised as a standardised tool for evaluating the quality services delivered in a library. A cogent factor however that can influence quality service delivery in any library is the dispositional factors of users towards the library.

Dispositional factors are internal generated factors of library users that influence their decision on what the quality of library service is. Taylor and Wasicsko (2000) opine that disposition can be described as the personal qualities or characteristics that are possessed by individuals, including attitudes, beliefs, interests, appreciations, values, and modes of adjustment. Similarly, the Oxford Online Dictionary (2012) refers to disposition as a person's inherent qualities of mind and character; an inclination or tendency. Others agree that dispositional traits or qualities are innate, or "natural," and are part of an educator's human makeup (Banner and Cannon, 1997; Kottler, Zehm and Kottler, 2005; Palmer, 1998; Wasicsko, 2007). According to Popow (2012), dispositions are an aggregate of innate and learned traits, which develop into attitudes, values, and beliefs and can therefore predict and influence behaviour. With this in mind, the study will investigate dispositional factors (perception, attitude and satisfaction) on quality service delivery in university libraries in Oyo State, Nigeria.

Literature Review

Ashaver and Bem-Bura (2013) in their study on student's perception of library services in Benue State University and Federal University, Makurdi, Benue State, Nigeria, revealed that some students have negative perception about their library services, which can be attributed to outdated materials. Students develop various perceptions about responsibility of the library, may be as a result of their experience of not getting quality library service in the process of using the library. Occasionally, the library might have offered them their needs or often time, library might have fallen short of meeting their expectations. Nevertheless, there are still some students who acknowledge the responsibility performed by the library in their academic pursuit. Most of these university students appreciate the physical buildings of the library instead of the information bearing materials that the library has in stock.

Another dispositional factor that can influence the judgement of users on quality service delivered by university libraries is the attitude of library personnel that provides the services. Library personnel attitudes differ from one person to the other, because of their background, awareness, training, ability, level of exposure, educational qualification, organisational policies and the host of others. According to Unwana and Men (2017), attitudes can be viewed as the mindsets and opinions that usually establish the assessment of workers as regards their environment; compel themselves to planned activities, and eventually performance as it is anticipated. Unwana and Men (2017) opine that attitudes are attained as a result of proper instruction and may possibly be improved in the course of appropriate learning. It was also emphasised that the moment individuals formed attitudes, it would definitely reflect in the way and manner they relate with everything in their environment.

It should also be noted that individual's attitudes are not stable and are equally subjected to change. Hence, different attitudes are developed which necessitate the modification of the old attitudes as soon as people come in contact with different knowledge and awareness. Unwana and Men (2017) opine that the entire attitudes displayed by individuals can be classified into two main types, which are explicit and implicit. Explicit is the kind of attitudes that an individual deliberately formed while, implicit attitudes are the kind of manners or form of attitudes recorded in our subconscious minds, implicit attitude then influences individuals' behavioral pattern in diverse ways. In addition, quality library service can also be described in terms of satisfaction users derived from library services.

Satisfaction can be regarded to as the end user's reaction towards the level of contentment derived from the consumption of service or product. Satisfaction is an emotion

that can be easily transformed given an accumulation of consistent positive conditions. Hence, user satisfaction is obtained from a user's assessment of the expected performance or worth of a service or product. Solanke and Nwalo (2016) posit that satisfaction is the synopsis of psychological state which arises when the feeling encompassing disaffirmed expectations is linked with the end user's previous emotion about the consumption experience. The following is apparent from the definition (1) satisfaction is a psychological state (Solanke and Nwalo, 2016); (2) satisfaction arises from feelings (Parker and Mathews, 2001); and (3) expectations occur earlier to consumption of service or product (Bhattacherjee, 2001; Solanke, Utulu and Adebayo, 2014). Consequently, the emotional status of satisfaction indicates the fact that users can be dissatisfied just as they can be satisfied with a service, the service provider or both. Satisfaction is all about the correlations between the user, the service or product and the provider of the product or service.

Wang and Shieh (2006) examined the relationship between service quality and customer satisfaction, with a focus on Chang Jung Christian University (CJCU) library. The study investigated the users' degree of importance and the performance provided by the library as well as user satisfaction. The study evaluated five service quality dimensions which are tangibles, responsiveness, reliability, assurance and empathy. The results indicate the overall service quality has a significantly positive effect on overall user satisfaction. Among these five dimensions except responsiveness, all of them have a significantly positive effect on overall user satisfaction.

Kandie (2018) study examined the effects of service quality on students' satisfaction in libraries in Kenya, using Servperf Model. The objectives of the study were to determine the effect of service reliability on student's satisfaction in libraries in Kenya; to examine the effect of service assurance on student's satisfaction in libraries in Kenya; to establish the effect of service tangibility on student's satisfaction in libraries in Kenya; and to determine the effect of service responsiveness on student's satisfaction in libraries in Kenya. The study adopted a descriptive research design.

Research Questions

The main objective of the study is to investigate the Influence of Dispositional Factors on Quality Service Delivery in two University libraries in Oyo State, Nigeria. The following questions were answered in the study:
1. What is the student's perception of the quality of services delivery in two university libraries in Oyo State, Nigeria?
2. What is the attitude of library personnel towards students in relation to quality service delivery in two university libraries in Oyo State, Nigeria?
3. What is the level of satisfaction of students with service delivery in two university libraries in Oyo State, Nigeria?
4. What is the quality of services delivered in the two university libraries in Oyo State, Nigeria?
5. What is the significant relationship between dispositional factors and quality service delivery in two university libraries in Oyo State, Nigeria?

Methodology

Survey research design of correlational type was adopted for this study. The population comprised postgraduate students in the University of Ibadan, Ibadan and Ajayi Crowther University, Oyo, both in Oyo State, Nigeria. For the University of Ibadan, at first stage, 60% of the faculties/institutes/centres were selected with the use of simple random

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technique, whereby thirteen faculties/institutes/centres were selected. At the second stage, 3% was used to select sample size from each faculty in the University of Ibadan. This was in line with Nwana (1981) who affirms that if a population is in many hundred, one needs a sample size of 20%. However if a population is in few thousands, one needs a sample size of 10% and for a population of several thousand, one needs a sample of 5% or less. This resulted in the selection of 348 from the population of 10,652 postgraduate students from the University of Ibadan. The total enumeration was used to study the 67 postgraduate students in Ajayi Crowther University because of the small population. This made the total sample to be 431 postgraduate students. The questionnaire was the chief data collection instrument. The questionnaire was tested on postgraduate students in Federal University of Agriculture, Abeokuta (FUNAAB), Ogun State, Nigeria who were not part of the actual study sample, this gave a coefficient of 0.79%. The Cronbach's Alpha method was used to determine the reliability coefficient of the instrument.. A sampling fraction of 20% was used to select library personnel from the universities under study in order to elicit information on the types of services they rendered to the users. Therefore, sample size for library personnel was 16.Data was analysed using percentages, mean and standard and correlation analysis.

Results

Research Question 1: What is the student's perception of the quality of services delivery in two university libraries in Oyo State, Nigeria?

Table 1: Students' perception of services delivered in the University Libraries

S/N	Items	SD	D	A	SA	$\bar{x}$	SD
1.	The library renders useful services	2	6	224	180	3.41	.549
		0.5%	1.5%	54.4%	43.7%		
2.	Information resources in the library are current and adequate	9	74	229	100	3.02	.715
		2.2%	18.0%	55.6%	24.3%		
3.	The library has useful electronic resources	9	105	197	101	2.95	.765
		2.2%	25.5%	47.8%	24.5%		
4	Librarians are adequate in number to users	16	123	186	87	2.83	.800
		3.9%	29.9%	45.1%	21.1%		
5.	The library is well organized	0	46	240	126	3.19	.617
		0.0%	11.2%	58.3%	30.6%		
6.	There is availability of electronic resources	22	79	239	72	2.88	.752
		5.3%	19.2%	58.0%	17.5%		
7.	Librarians in the library are competent in their duties	2	66	295	49	2.95	.545
		0.5%	16.0%	71.6%	11.9%		
8.	The library is well lightened and ventilated	9	71	232	100	3.03	.709
		2.2%	17.2%	56.3%	24.3%		
9.	Accessibility to the library portal is easy	21	120	209	62	2.76	.767
		5.1%	29.1%	50.7%	15.0%		
10.	Services are rendered speedily in the library	16	109	237	50	2.78	.703
		3.9%	26.5%	57.5%	12.1%		
Grand mean = 29.8							

Table 1 presents students' perception of the quality of services delivered in university libraries. The findings show that students perceived that the library renders useful services($\bar{x}$=3.41; std dev. =.549); the library is well organised ($\bar{x}$=3.19; std dev. =.619);the library is well lightened and ventilated ($\bar{x}$ =3.03; std dev. =.709); information resources in the library are current and adequate ($\bar{x}$=3.02; std dev. =.715); librarians in the library are competent in their duties($\bar{x}$=2.95; std dev. =.545); the library has useful electronic resources($\bar{x}$=2.95; std dev. =.765); there is availability of electronic resources($\bar{x}$=2.88; std

dev. =.752); librarians are adequate in number to users ($\bar{x}$=2.83; std dev. =.800); services are rendered speedily in the library ($\bar{x}$=2.78; std dev. =.703), accessibility to the library portal is easy($\bar{x}$=2.76; std dev. =.767).

Based on this, it can be inferred that students' perceptions of the services delivered in university libraries based on the fact that library rendered useful services, the library was well organised, the library was well lightened and ventilated, information resources in the library were current and adequate, librarians in the library were competent in their duties, the library has useful electronic resources, there was availability of electronic resources, librarians were adequate in number to users, services were rendered speedily in the library, accessibility to the library portal was easy among others.

Table 2: Test of norm for student's' perception of the quality of services delivered in Uni libraries

S/N	Range of quality of service	Perception
1	1-20	Low
2	21-40	High
	Overall mean 29.8	

In order to establish the nature of perception of students towards quality services in university libraries, a test of norm was conducted. Results on Table 2, showed that scale between 1 – 20 is negative while 21 – 40 is positive. The overall mean of the student perception towards quality services in university libraries is "29.8" which falls between the scales "21-40". It can therefore be concluded that the student perception towards quality services delivery in the two university libraries is positive.

Research Question 2: What is the dispositional factor (attitude of library personnel) towards students in relation to quality service delivery in two university libraries in Oyo State,

Table 3: Attitude of library personnel towards students in relation to quality service delivery in the university libraries

S/N	Items	SD	D	A	SA	$\bar{x}$	SD
1.	Librarians are always pleasant towards library users	10 / 2.4%	78 / 18.9%	261 / 63.3%	63 / 15.3%	2.92	.658
2.	Librarians are willing to help in my quest for information anytime I visit the library	10 / 2.4%	79 / 19.2%	254 / 61.7%	69 / 16.7%	2.93	.672
3.	Librarians are well motivated to help in locating the most useful information materials to meet my information needs	8 / 1.9%	100 / 24.3%	236 / 57.3%	68 / 16.5%	2.88	.688
4	Librarians are very hardworking and would do all they could to meet my information needs	10 / 2.4%	83 / 20.1%	234 / 56.8%	85 / 20.6%	2.96	.710
5.	Librarians are willing to relate with me and they are approachable	6 / 1.5%	59 / 14.3%	261 / 63.3%	86 / 20.9%	3.04	.640
6.	I always get better result when librarians help me while seeking for information	12 / 2.9%	66 / 16.0%	259 / 62.9%	75 / 18.2%	2.96	.677
7.	Librarians are harsh and unpleasant when dealing with users	57 / 13.8%	201 / 48.8%	106 / 25.7%	48 / 11.7%	2.35	.860
8.	Librarians are often not willing to help me while seeking for information	58 / 14.1%	192 / 46.6%	135 / 32.8%	27 / 6.6%	2.32	.794
9.	Librarians are not interested in meeting my information needs	44 / 10.7%	215 / 52.2%	110 / 26.7%	43 / 10.4%	2.37	.810

		SA	A	D	SD	$\bar{x}$	SD
10.	Librarian are often impatient with me when in the library	72 17.5%	189 45.9%	117 28.4%	34 8.3%	2.27	.846

Grand mean = 27

Key: SA = Strongly Agree, A = Agree, D = Disagree, SD = Strongly Disagree

Table 3 presents attitude of library personnel towards students in relation to quality service delivery in university libraries. Findings in Table 3 shows that some of the potent attitude exhibited by the library personnel include: willingness to relate with users and they are approachable ($\bar{x}$=3.04; std dev. =.640);librarians help users while seeking information ($\bar{x}$=2.96; std dev. =.677); librarians are very hardworking and would do all they could to meet information needs of users($\bar{x}$=2.96; std dev. =.710); librarians are willing to help in users quest for information anytime they visit the library ($\bar{x}$=2.93; std dev. =.672); librarians are always pleasant towards library users ($\bar{x}$=2.92; std dev. =.658); librarians are well motivated to help in locating the most useful information materials to meet students information needs($\bar{x}$=2.88; std dev. =.688). The findings further reveals that some of the least attitudes of library personnel in terms of quality service delivery are: librarian are often impatient with me when in the library ($\bar{x}$=2.27; std dev. =.846); librarians are often not willing to help while seeking for information ($\bar{x}$=2.32; std dev. =.794) and that librarians are harsh and un-pleasant when dealing with users ($\bar{x}$=2.35; std dev. =.860).

Based on this, it can be inferred that some of the potent attitude exhibited by the library personnel are: willingness to relate with students and they are approachable, always get better result when librarians help them while seeking for information, they are very hardworking and would do all they could to meet my information needs, they are willing to help in our quest for information anytime we visit the library, they are always pleasant towards library users, they are well motivated to help students in locating the most useful information materials to meet their information needs among others.

In order to establish the nature of library personnel attitude towards quality services delivery in university libraries, a test of norm was conducted. Results showed that scale between 1 – 20 is negative while 21 – 40 is positive. The overall mean of the library personnel attitude towards quality services delivery in university libraries is "27" which falls between the scales "21-40". It can therefore be concluded that library personnel exhibit positive attitude towards users.

Research Question 3: What is the dispositional factor (level of satisfaction of students) with service delivery in two university libraries in Oyo State, Nigeria?

Table 4: Level of students' satisfaction with service delivery in the university libraries

S/N	Items	NS	FS	S	HS	$\bar{x}$	SD
1.	Range of printed resources (e.g. dictionary, encyclopaedia, thesis etc.)	16 3.9%	114 27.7%	223 54.1%	59 14.3%	2.79	.729
2.	Range of electronic information services (e.g. electronic document delivery services, internet services, literature searching etc.)	46 11.2%	132 32.0%	201 48.8%	33 8.0%	2.54	.796
3.	Currency/usefulness of projects/	25	123	207	57	2.72	.776

	thesis	6.1%	29.9%	50.2%	13.8%		
4	Reference materials in the library (e.g. encyclopedia, journals, bibliographies, biographic, almanacs, maps, dictionaries etc.)	10	102	230	70	2.87	.707
		2.4%	24.8%	55.8%	17.0%		
5.	Adequacy of library databases	40	126	195	51	2.62	.823
		9.7%	30.6%	47.3%	12.4%		
6.	Information retrieval process in the library	20	131	193	68	2.75	.785
		4.9%	31.8%	46.8%	16.5%		
7.	Orientation programme for users	32	116	175	89	2.78	.873
		7.8%	28.2%	42.5%	21.6%		
8.	Book reservation service in the library	18	121	224	49	2.74	.721
		4.4%	29.4%	54.4%	11.9%		
9.	Circulation and reference services	19	113	232	48	2.75	.717
		4.6%	27.4%	56.3%	11.7%		
10.	Library promotion (e.g. current awareness, selective dissemination of information etc.)	57	128	189	38	2.50	.844
		13.8%	31.1%	45.9%	9.2%		
11.	Library opening/closing hours	27	68	228	89	2.92	.799
		6.6%	16.5%	55.3%	21.6%		
Grand mean = 29.98							

Key: HS = Highly Satisfied, S = Satisfied, FS = Fairly Satisfied, NS = Not Satisfied

Table 4 presents the level of students' satisfaction with service delivery in university libraries. The findings indicated that the students demonstrated some level of satisfaction in the following areas: library opening/closing hours ($\bar{x}$=2.92; std dev. =.799); reference materials in the library (e.g. encyclopaedia, journals, bibliographies, biographic, almanacs, maps, dictionaries etc.) ($\bar{x}$=2.87; std dev. =.707); range of printed resources (e.g. dictionary, encyclopedia, thesis etc.) ($\bar{x}$=2.79; std dev. =.729); orientation programme for users($\bar{x}$=2.78; std dev. =.873); circulation and reference services($\bar{x}$=2.75; std dev. =.717); information retrieval process in the library ($\bar{x}$=2.75; std dev. =.785); book reservation service in the library ($\bar{x}$=2.74; std dev. =.721); currency/usefulness of projects/ thesis ($\bar{x}$=2.72; std dev. =.776); adequacy of library databases($\bar{x}$=2.32; std dev. =.794) etc.

Based on this, it can be inferred that students were satisfied with the quality of service rendered in the following areas: library opening/closing hours, reference materials in the library (e.g. encyclopaedia, journals, bibliographies, biographic, almanacs, maps, dictionaries etc.), range of printed resources (e.g. dictionary, encyclopaedia, thesis etc.), orientation programme for users, circulation and reference services, information retrieval process in the library, book reservation service in the library, currency/usefulness of projects/thesis, adequacy of library databases among others.

In order to establish the level of students' satisfaction with the quality services delivery in university libraries, a test of norm was conducted. Results showed that scale between 1 – 14.67 is low, 14.68-29.33 is moderate while29.34 – 44 is high. The overall mean of level of students' satisfaction with the quality services delivery in university libraries is "29.98" which falls between the scales "29.34 – 44". It can therefore be concluded that level of students' satisfaction with the quality services delivery in the two university libraries is high, that is they are highly satisfied.

Research Question 4: What is the quality of services delivered in the two university libraries in Oyo State, Nigeria?

Table 5: Quality of services delivered in the university libraries

S/N	Quality of services delivered	SD	D	A	SA	$\bar{x}$	SD
Tangibility							
1.	The library has modern and functional equipment that allows easy access to information	17 / 4.1%	93 / 22.6%	224 / 54.4%	78 / 18.9%	2.88	.753
2.	Electronic resources in my library are accessible from my pc at home or office	75 / 18.2%	152 / 36.9%	129 / 31.3%	56 / 13.6%	2.40	.937
3.	The library has most e-resources I need for my studies	38 / 9.2%	134 / 32.5%	172 / 41.7%	68 / 16.5%	2.66	.862
4	The library has functional infrastructure to ease learning	25 / 6.1%	105 / 25.5%	222 / 53.9%	60 / 14.6%	2.77	.769
5.	The library print resources that are current and useful	21 / 5.1%	101 / 24.5%	220 / 53.4%	70 / 17.0%	2.82	.767
Reliability							
6.	The library has access tools that allow users to find things on their own	5 / 1.2%	93 / 22.6%	261 / 63.3%	53 / 12.9%	2.88	.624
7.	Users have confidence in librarians' ability in handling their problems	13 / 3.2%	77 / 18.7%	281 / 68.2%	41 / 10.0%	2.85	.625
8.	Users feel secure and relaxed when interacting with librarians	11 / 2.7%	66 / 16.0%	286 / 69.4%	49 / 11.9%	2.91	.615
9.	The library opens to readers at the appropriate time	17 / 4.1%	41 / 10.0%	244 / 59.2%	110 / 26.7%	3.08	.725
10.	Users are well informed about the time of services	23 / 5.6%	50 / 12.1%	257 / 62.4%	82 / 19.9%	2.97	.737
Responsiveness							
11.	Users' records are appropriately kept and maintained	2 / 0.5%	53 / 12.9%	293 / 71.1%	64 / 15.5%	3.02	.551
12.	The library has functional facilities that inspires study and learning	4 / 1.0%	68 / 16.5%	271 / 65.8%	69 / 16.7%	2.98	.610
13.	Librarians are always available to respond to users' needs	0 / 0.0%	89 / 21.6%	244 / 59.2%	79 / 19.2%	2.98	.639
14.	Librarians are competent in solving users problems	2 / 0.5%	77 / 18.7%	281 / 68.2%	52 / 12.6%	2.93	.573
15	Librarians take responsibility for delays in service delivery and apologise promptly	28 / 6.8%	119 / 28.9%	219 / 53.2%	46 / 11.2%	2.69	.759
Assurance							
16.	Library personnel have respect for all class of users	11 / 2.7%	80 / 19.4%	260 / 63.1%	61 / 14.8%	2.90	.663
17.	Users have confidence in librarians' ability to guide them	4 / 1.0%	86 / 20.9%	263 / 63.8%	59 / 14.3%	2.92	.620
18.	Librarians are always willing to help users	6 / 1.5%	107 / 26.0%	244 / 59.2%	55 / 13.3%	2.84	.654
19.	Services are provided at the pre-determined time	11 / 2.7%	100 / 24.3%	254 / 61.7%	47 / 11.4%	2.82	.657
Empathy							
20.	Librarians pay attention to individual user's need	6 / 1.5%	102 / 24.8%	256 / 62.1%	48 / 11.7%	2.84	.631
21.	Librarians are consistently courteous	4 / 1.0%	97 / 23.5%	249 / 60.4%	62 / 15.0%	2.90	.644
22.	Librarians are always compassionate and patient while meeting users	10 / 2.4%	108 / 26.2%	249 / 60.4%	45 / 10.9%	2.80	.655
23.	Librarians attend to users promptly and with required attention	10 / 2.4%	93 / 22.6%	238 / 57.8%	71 / 17.2%	2.90	.697
24.	Librarians show true concern about	10	96	247	59	2.86	.675

users' needs	2.4%	23.3%	60.0%	14.3%

Grand mean = 68.60

Key: SA = Strongly Agree, A = Agree, D = Disagree, SD = Strongly Disagree

Table 5 shows the quality of service delivered in university libraries. This is grouped into five categories: tangibility, reliability, responsiveness, assurance and empathy. The findings revealed that the library opens to readers at the appropriate time ($\bar{x}$=3.08; std dev. =.725); users' records are appropriately kept and maintained ($\bar{x}$=3.02; std dev. =.551);availability of functional facilities that inspires study and learning ($\bar{x}$=2.98; std dev. =.610); librarians are always available to respond to users' needs ($\bar{x}$=2.98; std dev. =.639); users are well informed about the time of services ($\bar{x}$=2.97; std dev. =.737);librarians are competent in solving users problems($\bar{x}$=2.93; std dev. =.573); users have confidence in librarians' ability to guide them ($\bar{x}$=2.92; std dev. =.620); users feel secure and relaxed when interacting with librarians($\bar{x}$=2.91; std dev. =.615); library personnel have respect for all class of users ($\bar{x}$=2.90; std dev. =.663); librarians are consistently courteous ($\bar{x}$=2.90; std dev. =.644); librarians attend to users promptly and with required attention ($\bar{x}$=2.90; std dev. =.697); the library has access tools that allow users to find things on their own ($\bar{x}$=2.88; std dev. =.624); the library has modern and functional equipment that allows easy access to information($\bar{x}$=2.88; std dev. =.753); librarians show true concern about users' needs ($\bar{x}$=2.86; std dev. =.675). The findings further revealed that the least services delivered in the university libraries includes: electronic resources in my library are accessible from my pc at home or office ($\bar{x}$=2.40; std dev. =.937); the library has most e-resources I need for my studies ($\bar{x}$=2.66; std dev. =.862) and librarians take responsibility for delays in service delivery and apologise promptly ($\bar{x}$=2.69; std dev. =.759).

Based on this, it can be inferred that on quality services delivery, university libraries opened to readers at the appropriate time, users' records were appropriately kept and maintained, there was availability of functional facilities that inspires study and learning, librarians were always available to respond to users' needs, users were well informed about the time of services, librarians were competent in solving users problems, users have confidence in librarians' ability to guide them, users feel secure and relaxed when interacting with librarians, library personnel have respect for all class of users, librarians are consistently courteous, librarians attend to users promptly and with required attention, the library has access tools that allow users to find things on their own among others.

In order to establish the state of the quality services delivered in university libraries, a test of norm was conducted. Results showed that scale between 1 – 32 is low, 33-64 is moderate while65 – 96 is high. The overall mean of state of the quality services delivered in university libraries is "68.60" which falls between the scales "65 – 96". It can therefore be concluded that the state of the quality services delivered in the two university libraries is high.

Research Question 5: What is the significant relationship between dispositional factors (students' perception, attitude of library personnel and students' satisfaction) and quality service delivery in two university libraries in Oyo State, Nigeria?

Table 6: Relationship between quality service delivery and components of dispositional factors

Variables	N	Mean	St. Dev	df	R	P	Sig
Student perception of library	412	29.80	4.767	411	.632	.000	S

Library personnel attitude	412	27.00	4.049	411	.480	.000	S
Students' satisfaction	412	29.98	6.189	411	.620	.000	S
Quality service delivery	412	68.58	10.614				

Table 6 shows the relationship between quality service delivery and components of dispositional factors comprising students' perception of library, library personnel attitude and students' satisfaction with library resources in the two university libraries. The table showed that students' perception of library (r = .632; p < 0.05), library personnel attitude (r = .480; p < 0.05) and students' satisfaction with library resources (r = .620; p < 0.05) have significant positive relationship with the quality service delivery in

From these two university libraries, This implies that there is significant and positive relationship between quality service delivery and components of dispositional factors comprising students' perception of library, library personnel attitude and students' satisfaction with library resources in the two university libraries such that positive perception of the students about the library, attitude of the library personnel and the satisfaction derived by the students from library resources and service helps to ensure and promote effective quality service delivery. Thus, the null hypothesis stating that there is no significant relationship between quality service delivery and components of dispositional factors in the two university libraries is hereby rejected.

Discussion of Findings
Students' perception of quality of service delivery

The finding from this study reveals that students from the two universities have positive perception towards quality service delivery in their libraries. This can be explained that the libraries render useful services, the libraries are well organised, information resources are current and adequate. Other indices that contributed to positive perception were availability of electronic resources, librarians are competent in their duties and services are rendered speedily in those libraries. This finding is supported with Adeyi, Odubanjo-Francis and Adelowo (2018). They reported that the students had a higher positive perception but contradicts that of Ashave and Bem-Bura (2013) that students had negative perception of the library services rendered by the university libraries.

Library personnel attitude towards quality service delivery

The finding indicates that the library personnel attitude towards quality services delivery in the two university libraries is positive. The items that were responded to by the students showed that librarians are always pleasant towards the users, they are well motivated to help in locating the most useful information materials, they are hardworking and are willing to help the students anytime they visit the library. This finding is supported by that of Langridge, Riggi and Schultz (2014) that people need to turn to professional librarians for help. Bickley and Corrall (2011) also emphasized that librarians still have important roles to offer and that there are lot of advantages in having librarians to manage data and information.

Students' satisfaction with the quality service delivery

The finding of the study reveals that the students are highly satisfied. This could be explained that the students have access to library databases, range of printed resources, electronic information services such as electronic document delivery services, literature searching and so on, orientation programme for new students is well organised, book reservation service is also available, also library opens and closes at appropriate hours. Other

factors included information retrieval process in the library is highly effective, library promotion such as current awareness, selective dissemination of information, currency/usefulness of project and thesis.

The finding of the study concurred with the study by Larson and Owusu-Acheaw (2012) that students were satisfied with the availability of internet facilities and materials in the library. The finding also supported that of the Oyelekan and Iyortsuun (2011) that users were satisfied with lending services, reserve material services and bindery services. Likewise, the finding agreed with that of Saika and Gohain (2013) that the users were satisfied with library resources and services. This present finding contradicts that of Bhatti and Hanif (2013) that most students were dissatisfied with the library's overall performance in meeting their needs. It also disagreed with the point made by Tiemo and Ateboh (2016) that users were dissatisfied with the limited reference materials in their various subject areas, national and international journals because they were not up to date. It also contradicts the finding of Ikolo (2015) that library users were not satisfied with reference services, inter-library loan services, electronic database services, photocopying services, bindery services, weekend library services, book lending services, CD-ROM services and indexing and abstracting services. Also, the study disagreed with the study by Agboola, Bamigboye and Owolabi (2019) that the postgraduate students were not satisfied with the provision of timeliness and promptness of information to users and with the way information was disseminated to users.

Conclusion

It is concluded that dispositional factors (students' perception, attitude of library personnel and students'satisfaction) influenced quality service delivery in university libraries positively. However, there is need for improvement in the services provided by the libraries because students will always be encouraged to make use of the library where the quality of services rendered will help them satisfy their information need.

Recommendations

The following are recommendations based on the findings of the study:

1. In order to maintain positive perception of postgraduate students towards quality service delivery, library personnel should ensure that students' expectation for service is met.
2. The positive attitude of the library personnel should be persistent towards the library users, especially the postgraduate students, to improve their library use.
3. There should be quality control centre in the main library and all its branches where users can lodge their complaints about poor quality library services. It will definitely go a very long way in meeting the needs of users and letting their voices be heard.
5. The library personnel should be made to attend workshop, seminar and conferences on quality library services. This will enable them to improve the services they are rendering to users.
6. Librarians should also take responsibility for delays in service delivery and apologise promptly. This will go a long way to build confidence in the students towards the service delivered in the university library

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