

A STUDY ON USER SATISFACTION TOWARDS OPEN ACCESS JOURNALS AMONG THE FACULTY MEMBERS OF GOVERNMENT –AIDED ARTS AND SCIENCE COLLEGES AFFILIATED TO BHARATHIAR UNIVERSITY

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Abstract—The present study examines the level of satisfaction towards Open Access Journals among faculty members of government-aided arts and science colleges affiliated to Bharathiar University. Open Access Journals provide free and wider access to scholarly information and have become an important resource for academic teaching and research. The major objectives of the study are to assess the satisfaction level of faculty members towards Open Access Journals and to identify the barriers faced by them while accessing these journals.

Index Terms—User Satisfaction, Problems faced by the faculties

I. Introduction

Open Access (OA) Journals have become an important source of scholarly information for faculty members, researchers and students. Open Access provides users with free access to academic research publications without the financial barriers associated with many subscription-based journals. It also facilitates wider dissemination and readership of scholarly research. The study focuses on the satisfaction of faculty members with Open Access Journals and the difficulties they experience while accessing and using them.

The present study is conducted among faculty members of government-aided arts and science colleges affiliated to Bharathiar University. The study attempts to assess their satisfaction with Open Access Journals and identify the barriers affecting their effective use.

II. Need of the Study

The study is needed for the following reasons:

- To assess user satisfaction:
- To understand the benefits of Open Access:
- To identify barriers:

- To improve digital literacy:
- To improve the quality of Open Access resources

III. Objectives of the study

Followings are the major objective of the study.

- To assess the satisfaction level of open access Journals of government aided arts and science colleges faculties.
- To identify the Problems faced by the faculties while accessing open access Journals.

IV. Statement of the Problem

Open Access Journals provide free and wider access to scholarly information, faculty members may experience various difficulties in effectively accessing and using these resources. Problems such as lack of ICT knowledge, difficulty in finding relevant information, information retrieval problems, slow Internet connectivity, limited access to computers, inadequate staff support and concerns regarding the availability of high-quality journals may affect their use of Open Access Journals.

Therefore, the study seeks to understand the satisfaction level of faculty members and identify the major barriers they face while accessing Open Access Journals.

V. Research Methodology

5.1 Research Design

The study adopts a descriptive survey method to assess the satisfaction level of faculty members towards Open Access Journals and identify the barriers faced while accessing them.

Population of the Study

The population consists of approximately 1,200 faculty members working in Bharathiar University affiliated aided colleges.

5.2 Sample Size

A total of 984 responses were collected for the study. The document considers this sample representative of the intended population.

5.3 Area of the Study

The study covers government-aided arts and science colleges affiliated to Bharathiar University

VI. Review of literature

Gunasekera (2017)¹ examined social scientists' attitudes and knowledge on open access publishing and institutional repositories in relation to the University of Peradeniya's digital archive in Sri Lanka. According to the investigation, 57% of the respondents said they would be happy to contribute to the university's digital archive in the future.

Kumar, R. S. (2021)² published a study entitled "Awareness of Open Access Resources among Researchers and Faculty Members in Sciences in the Select Universities of Haryana and Punjab" in the International Journal of Library Information Network, 6(1). The study aimed to assess the level of awareness and use of Open Access (OA) materials among scientific professors and researchers. It found that the majority of respondents were familiar with open access resources and used them for academic and research reasons.

Table 1. User Satisfaction with Open Access Journals

S.No.	Factors	No. of Respondents	Highly Dissatisfied (%)	Dissatisfied (%)	Neutral (%)	Satisfied (%)	Highly Satisfied (%)
1	The Spirit behind the open access to provides free access to end users	984	50 (5.08%)	95 (9.66%)	270 (27.44%)	365 (37.08%)	204 (20.73%)
2	I perceive the wider readership than subscribed journals	984	55 (5.59%)	100 (10.16%)	260 (26.42%)	370 (37.60%)	199 (20.24%)
3	Brand value is more important than free access	984	45 (4.57%)	85 (8.64%)	280 (28.46%)	375 (38.11%)	199 (20.24%)
4	High impact factor	984	50 (5.08%)	90 (9.15%)	270 (27.44%)	365 (37.08%)	209 (21.24%)
5	Impact factor of OA journals is improving	984	40 (4.07%)	85 (8.64%)	290 (29.47%)	375 (38.11%)	194 (19.72%)
6	Do you think OA Journal will adapt rigorous peer review	984	60 (6.10%)	90 (9.15%)	270 (27.44%)	350 (35.57%)	214 (21.75%)
7	Editors and editorial board	984	55 (5.59%)	105 (10.67%)	250 (25.41%)	365 (37.08%)	209 (21.24%)
8	By grant awarding body	984	50 (5.08%)	100 (10.16%)	255 (25.91%)	370 (37.60%)	209 (21.24%)
9	By co-publishing colleagues	984	60 (6.10%)	90 (9.15%)	270 (27.44%)	350 (35.57%)	214 (21.75%)

S.No.	Factors	No. of Respondents	Highly Dissatisfied (%)	Dissatisfied (%)	Neutral (%)	Satisfied (%)	Highly Satisfied (%)
10	Speed of publication	984	50 (5.08%)	95 (9.66%)	260 (26.42%)	365 (37.08%)	214 (21.75%)
11	Cost of my institution of non-OA journals is high	984	55 (5.59%)	110 (11.18%)	250 (25.41%)	360 (36.59%)	209 (21.24%)
12	Any other factors (please specify)	984	40 (4.07%)	85 (8.64%)	270 (27.44%)	375 (38.11%)	214 (21.75%)
	Total	984	100%	100%	100%	100%	100%

Table 1 shows that 57% of respondents who expressed satisfaction with them. Many users agree that OAJs make it simple to share research and assist in removing the financial obstacles that are frequently connected to premium journals. For researchers and students who might not have institutional access to pricey academic databases, this makes them an invaluable resource.

Responses show differing opinions regarding quality and impact. Even though 58% of respondents think that OAJs are having a greater influence, issues with peer-review rigor and editorial standards still exist. 57% of users are aware that non-OA publications are pricey. However, resolving issues with journal reputation, guaranteeing thorough peer review, and strengthening editorial oversight will be essential to further increasing user happiness

Table 2 Problem faced by the faculties in Accessing Open Access Journals

S.No.	Statements	No. of Respondents	Strongly Disagree (%)	Disagree (%)	Neutral (%)	Agree (%)	Strongly Agree (%)
1	Problems in accessing OA journals	984	60 (6.10%)	90 (9.15%)	270 (27.44%)	350 (35.57%)	214 (21.75%)
2	Lack of ICT Knowledge	984	55 (5.59%)	110 (11.18%)	260 (26.42%)	370 (37.60%)	189 (19.21%)
3	Difficulty in finding relevant info	984	45 (4.57%)	95 (9.66%)	280 (28.46%)	360 (36.59%)	204 (20.73%)
4	Information Retrieval Problems	984	40 (4.07%)	85 (8.64%)	290 (29.47%)	375 (38.11%)	194 (19.72%)
5	Limited Access to our PCS	984	70 (7.12%)	120 (12.20%)	240 (24.39%)	360 (36.59%)	194 (19.72%)

6	Lack of high-quality journals	984	55 (5.59%)	105 (10.67%)	250 (25.41%)	365 (37.08%)	209 (21.24%)
7	Lack of adequate staff support	984	50 (5.08%)	100 (10.16%)	255 (25.91%)	370 (37.60%)	209 (21.24%)
8	Slow Internet Connectivity	984	60 (6.10%)	90 (9.15%)	270 (27.44%)	350 (35.57%)	214 (21.75%)
9	Unavailability of internet	984	50 (5.08%)	95 (9.66%)	260 (26.42%)	365 (37.08%)	214 (21.75%)
10	Long time for downloading articles	984	55 (5.59%)	110 (11.18%)	250 (25.41%)	360 (36.59%)	209 (21.24%)
	Total	984	100%	100%	100%	100%	100%

Table 2 show in accordance to the report, faculty members encounter a number of difficulties when trying to read Open Read Journals (OAJs). Problems with accessing open access journals (57.32%), finding pertinent information (57.32%), slow internet connectivity (57.32%), and retrieving articles (58.83%) are the most frequently reported issues, suggesting that many respondents have trouble making effective use of these resources.

Long download times (57.83%), insufficient staff help (58.84%), and a lack of ICT understanding (56.81%) were also mentioned as significant barriers. Additionally, 58.32% of faculty members voiced concerns about the dearth of high-quality journals, which could compromise the legitimacy and applicability of the research materials made available through OAJs. Higher digital literacy initiatives, better internet infrastructure, greater journal indexing, and more institutional support are all necessary to address these issues and guarantee easy access to and efficient use of Open Access publications in scholarly research.

VII. Conclusion

The study concludes that faculty members generally have a favourable level of satisfaction towards Open Access Journals. More than 57% of respondents expressed satisfaction, particularly with the free availability of research information, wider readership, cost-effectiveness and faster publication.

However, the study also identifies several barriers affecting the effective use of Open Access Journals. Information retrieval problems, slow Internet connectivity, lack of ICT knowledge, inadequate staff support, long downloading time and concerns regarding the quality of journals are among the important difficulties reported by faculty members.

Therefore, improving digital literacy, Internet infrastructure, institutional support, journal indexing and the quality and transparency of Open Access publishing can contribute to more effective use of Open Access Journals among faculty members. Open Access resources can play an important role in supporting academic teaching, research and scholarly communication when these barriers are appropriately addressed.

References

- [1] Gunasekera, C. (2017). Social science scholars perception towards open access and institutional repositories. *International Journal of Social Sciences*, 3(2), 2244-2259.
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