

**PERCEPTION OF REMOTE ACCESS FACILITY AMONG THE FACULTY,
RESEARCH SCHOLARS, AND POST-GRADUATE STUDENTS OF
MANONMANIAM SUNDARANAR UNIVERSITY, TIRUNELVELI**

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ABSTRACT

The study analyses the perception of remote access facilities among the faculty, research scholars, and post-graduate students of Manonmaniam Sundaranar University, Tirunelveli. The data was gathered in the university among the faculty, research scholars, and postgraduate students using online questionnaires using Google Forms. 200 questionnaires were shared; 162 were returned from the participants to use; the other 82 were left unanswered. 81% of people responded. It found that among 162 respondents, 65(40.12%) of them were " Staying away from the campus", 50 (30.86%) of them in 'Out of station' and 29(17.90%) of them 'On Academic assignments (Conference, seminar/workshop'. It is observed from the table, 18(11.11%) percent of the respondents are using 'Outside of the Library' while accessing the remote access facility.

Keywords: Perception; Remote Access Facility; Manonmaniam Sundaranar University

Introduction

Remote Access in simple terminology is the ability to access a computer/server remotely through a network connection. The users have the leverage to work remotely away from the institution/ office while retaining access to a distant computer or network. The term "remote access" describes the capacity to use a computer, such as a personal computer or a network computer at work, from a distance. This enables workers to access a remote computer or network, such as the office network, while working offsite, such as at home or in another place. Remote access involves linking a remote user to a host computer via the internet. Remote access is the ability of an authorized person to access a computer or network from a geographical distance through a network connection. Remote access enables users to connect to the systems they need when they are physically far away.

Review of Literature

Covey, D. T. (2003) demonstrates that academic libraries are not satisfying user demands and expectations for quick access to online library resources. Remote users are especially unhappy. Survey results revealed that the technology now implemented to accommodate off-campus users is inadequate and problematic for both users and libraries. A fresh approach is necessary to increase service

quality. The Internet2 Shibboleth program offers a feasible alternative.

Lawrence, P. (2009) studied the Libraries, with the support of their campus information technology services (ITS) departments, which have employed a variety of approaches to identify or authenticate affiliated users and to give them off-campus access to electronic resources. In this essay, the author discusses EZproxy, a URL rewriting proxy server that gives a simple technique to provide off-campus access to licensed electronic resources.

Objectives of the Study

- To identify experiences in using remote access facilities among the respondents.
- To assess the rating of using remote access facilities among the respondents.

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- To identify the purpose of using remote access facilities among the respondents.
- To study the problems faced while using remote access facilities among the respondents.

Methodology

The Manonmaniam Sundaranar University's faculty, research scholars, and postgraduate students were surveyed online to learn their opinions on the remote access facility. The data was gathered in the university among the faculty, research scholars, and postgraduate students using online questionnaires using Google Forms. 200 questionnaires were given out; 162 of them were filled out and returned for the participant to use; the other 82 were left unanswered. 81% of people responded. Some statistical methods, such as the Chi-square test, and simple percentage, were applied based on the data that was gathered.

Analysis and Interpretation

Distribution of the Respondents Vs Gender

The distribution of the respondents was categorized by gender and the same has been shown in table 3.

Table 1

Distribution of the Respondents Vs Gender

Sl. No	Gender	User Category			Total
		Faculty	Research Scholar	PG Students	
1	Male	33(20.37)	25(15.43)	15(9.26)	73(45.06)
2	Female	22(13.58)	19(11.73)	48(29.63)	89(54.94)
	Total	55(33.95)	44(27.16)	63(38.89)	162(100)

Table 1 shows the respondents category which consists of faculty, research scholars, and postgraduate students of Manonmaniam Sundaranar University. Among the 162, 73(45.06%) of them which includes 33(20.37%) of them Faculty, 25(15.43%) of the Research Scholars and 15(9.26%) of them are Post Graduate Students. Similarly, 89(54.94%) of them Female which includes 22(13.58%) of them Faculty, 19(11.73%) of them Research Scholars and 48(29.63%) of them are Post Graduate Students. It is observed that the majority of the respondents are 'Post Graduate Students'.

Experience in using Remote Access Facility

The respondents' experience in using remote access facility was analyzed based on the number of years they are using it, such as "Below six months", between "6 months-one year" between "1 and 2 years", between "2 and 3 years", and "Above three years". The percentile analysis of experiences in using remote access facility and the same has been shown in Table 2.

Table 2

Experience in using Remote Access Facility

S. No.	Experience	Frequency	Per cent	Ranking
1	Below six month	20	12.35	2
2	6 months-1 year	14	8.64	5
3	1 and 2 years	19	11.73	3
4	2 and 3 years	16	9.88	4
5	Above three years	93	57.41	1
	Total	162	100	

Table 2 depicts the experiences in using remote access facility by the respondents. Out of 160 respondents, 20(12.35%) of them have 'below six months', 14(8.64%) of them have '6 months to 1 year', 19(11.73%) of them have 1-2 years, 16(9.88%) of them have 2-3 years and 93(57.41%) of them have over three years of experience using remote access facility for their academic work. It is noted that the majority of the respondents have experience in using remote access facilities.

Ways to know about Remote Access Facility

The faculty, research scholars, and postgraduate students to know about remote access facility was obtained using variables such as website, seminar/conference/workshop, a professional forum, library professional, research supervisor, and friends and colleagues. The same has been analyzed. The frequency and percentile analysis were shown in Table 5.

Table 3**Ways to know about Remote Access Facility**

S. No.	Particulars	Frequency	Percentage	Rank
1	Website	51	31.48	3
2	Orientation Programme	27	16.67	2
3	Professional Groups	10	6.17	4
4	Library Professionals	42	25.93	1
5	Faculty/ Research Supervisor	9	5.56	6
6	Friends and Colleagues	23	14.20	5
	Total	162	100.00	

Above table 3 shows that how the faculty, research scholars, and postgraduate students to know about remote access facility. Out of 162, most of the respondents are known about remote access through 'Library professionals', with 42(25.93%), followed by 27(16.67%) of them through 'Orientation Programme', and 51(31.48%) of them through 'Websites'. This table also revealed that 23(14.20%) of them knew about remote access through 'His/her friends and colleagues', 42(25.93%) of them from their 'Professional Groups', and 9(5.56%) of them are known about remote access through their 'Faculty/Research supervisor'.

Rating of Remote Access Facility

The status has been ascertained based on the rating of the remote access facility. The knowledge on remote access facility among the faculty, research scholars, and postgraduate students were obtained based on variable such as "I Heard about Remote Access"; "New to Remote Access"; "I am accessing Remote Access frequently"; "I am accessing Remote Access monthly" and "I am accessing Remote Access monthly rarely". The same has been analyzed frequency, and percentile analysis was shown in Table 4.

Table 4**Rating of Remote Access Facility**

S. No.	Particulars	Frequency	Percent	Rank
1	I Heard about Remote Access	7	4.32	5
2	New to Remote Access	29	17.90	2
3	I am accessing Remote Access frequently	90	55.56	1
4	I am accessing Remote Access monthly	15	9.26	4
5	I am accessing Remote Access rarely	21	12.96	3
	Total	162	100	

Table 4 reveals the rating of remote access facility among the respondents of Manaonmaniam Sundaranar University, Tirunelveli. Out of 162, 64 (30%) replied "I Heard about Remote Access"; 29(17.90%) were "New to Remote Access"; 90(55.56%) were "I am accessing Remote Access frequently"; 15(9.26%) were replied "I am accessing Remote Access monthly" and 21(12.96%) were "I am accessing Remote Access monthly rarely". It is highlighted in the table, more than fifty percent of the respondents are accessing remote access frequently.

Location of using Remote Access

To identify the location of using remote access facility among the respondents of Manaonmaniam Sundaranar University, Tirunelveli, were obtained based on the four variable, and same has been analyzed the frequency, and percentile analysis was shown in Table 5.

Table 5**Location of using Remote Access**

Sl. No	Location	Frequency	Percent
1	Outside the Library	18	11.11
2	Staying away from the campus	65	40.12
3	Out of station	50	30.86
4	On Academic assignments (Conference, seminar/workshop)	29	17.90
	Total	162	100

Table 5 states the location of using remote access facility among the respondents of Manaonmaniam Sundaranar University, Tirunelveli. Out of 162, 65(40.12%) of them were "Staying away from the campus", 50(30.86%) of them in 'Out of station' and 29(17.90%) of them 'On Academic assignments (Conference, seminar/workshop'. It is observed from the table, 18(11.11%) percent of the respondents are using 'Outside of the Library' while accessing the remote access facility.

Purpose of using a Remote Access Facility

This study is an attempt to analyse the purpose of using a remote access facility among the respondents of Manaonmaniam Sundaranar University, Tirunelveli. The five-point scales of Strongly Disagree, Disagree, Neutral Agree, and Strongly agree were used for the study. The Mean, Standard Deviation, and their Rank to use remote access facility have been calculated and the same is shown in table 6.

Table 6
Purpose of using Remote Access Facility

Sl. No.	purposes	Strongly Disagree	Disagree	Neutral	Agree	Strongly agree	WAM	SD	Rank
1	Research/Project	11(6.79)	3(1.85)	8(4.94)	49(30.25)	91(56.17)	4.271	1.109	1
2	Teaching Learning Purpose	3(1.85)	7(4.32)	20(12.35)	63(38.89)	69(42.59)	4.160	0.931	2
3	Writing Conference paper	5(3.09)	3(1.85)	50(30.86)	46(28.4)	58(35.8)	3.919	1.009	3
4	Assignment/notes	7(4.32)	44(27.16)	25(15.43)	47(29.01)	39(24.07)	3.413	1.239	5
5	Writing Article	3(1.85)	12(7.41)	49(30.25)	44(27.16)	54(33.33)	3.827	1.037	4

The table 6 states the purpose of using remote access facility among the respondents of Manaonmaniam Sundaranar University, Tirunelveli and five variables were used. The respondents have given first priority to 'Research/Project'. "Teaching Learning Purpose' and 'Writing Conference paper' are the second and third preferences respectively given by the respondents towards the purpose of using remote access. The least preference was given to 'Assignment/notes'. The mean value of all the variables ranges between 3.413 and 4.271. It can be inferred that

all the variables lie between 'Strongly Agree' and 'Agree'. The deviation of opinion ranges between 0.931 and 1.239.

Purpose of using Remote Access Facility Vs Gender

The study has been further extended to the category of the respondents wise for using remote access facility among the respondents of Manaonmaniam Sundaranar University, Tirunelveli. The Mean, Standard Deviation, and Rank to use remote access have been calculated and shown in table 7.

Table 7

Purpose of using Remote Access Facility Vs Category of the Respondent



Sl. No	Purpose	Faculty			Research Scholars			PG Students			Chi-Square
		M	SD	R	M	SD	R	M	SD	R	
		1	Research/Project	4.345	1.158	1	4.227	0.912	1	4.238	
2	Teaching Learning Purpose	4.127	0.982	2	4.114	0.754	2	4.222	1.007	2	10.276
3	Writing Conference paper	3.891	0.994	4	4.114	0.970	3	3.810	1.045	3	12.741
4	Assignment/notes	3.709	1.212	5	3.091	1.096	5	3.381	1.313	5	14.886
5	Writing Article	3.964	1.036	3	3.705	1.025	4	3.794	1.050	5	6.378

Table 7 depicts the purpose of using remote access facility among the respondents of Manaonmaniam Sundaranar University, Tirunelveli with category of the respondents. The Faculty has given first priority to ‘Research/Project’. ‘Teaching Learning Purpose’ and ‘Writing Article’ is the second and third preferences respectively given by the respondents towards the purpose of using remote access. The least preference was given to ‘Assignment/notes’. The mean value of all the variables ranges between 3.709 and 4.345. It can be inferred that all the variables lie between ‘Strongly Agree’ and ‘Agree’. The deviation of opinion ranges between 0.982 and 1.212.

Whereas, the research scholars have given first priority to ‘Research/Project’. ‘Teaching Learning Purpose’ and ‘Writing Conference paper’ are the second and third preferences respectively given by the respondents towards the purpose of using remote access. The least preference was given to ‘Assignment/notes’. The mean value of all the variables ranges between 3.794 and 4.238. It can be inferred that all the variables lie between ‘Strongly Agree’ and ‘Agree’. The deviation of opinion ranges between 0.754 and 1.096.

Similarly, the postgraduate students have given first

priority to ‘Research/Project’. ‘Teaching Learning Purpose’ and ‘Writing Conference paper’ are the second and third preferences respectively given by the respondents towards the purpose of using remote access. The least preference was given to ‘Assignment/notes’. The mean value of all the variables ranges between 3.091 and 4.227. It can be inferred that all the variables lie between ‘Strongly Agree’ and ‘Agree’. The deviation of opinion ranges between 1.007 and 1.313.

The Chi-square test has been administered to identify the level of significance and the Table value is 15.507 for a 5% level of significance. The calculated value for all the values was less than the table value which indicated the variables are insignificant towards the purpose of using remote access facility with the category of the respondents.

Problems faced while using Remote Access Facility Vs Gender

The study has been further extended to the category of the Gender wise respondents for the Problems faced while using remote access facility in Manaonmaniam Sundaranar University, Tirunelveli. The Mean, Standard Deviation, and Rank for the problems have been calculated and shown in table 8.

Table 8
Problems faced while using Remote Access Facility Vs Gender

Sl. No	Problems	Male			Female			Chi-Square
		M	SD	R	M	SD	R	
1	Library Website Not opening	2.397	1.152	5	2.416	1.372	3	8.724
2	E-Books, E-Journals,	2.493	1.015	3	2.371	0.845	5	23.815
	Database...not opening							
3	Full texts not downloading	2.507	0.988	1	2.539	1.023	1	2.437
4	Access authenticate Problems	2.493	0.988	2	2.393	0.949	4	11.675
5	Facing Networks Problems	2.479	1.192	4	2.494	1.088	2	2.713

Table 8 states the Problems faced while using remote access facility among the respondents of Manaonmaniam Sundaranar University, Tirunelveli with Gender of the respondents. The Male respondents have given first priority to 'Full text not downloading'. 'Access authenticates Problems' and 'E-Books, E-Journals; Database...not opening' are the second and third preferences respectively for Problems faced while using remote access. The least preference was given to 'Library Website Not opening'. The mean value of all the variables ranges between 2.397 and 2.507. It can be inferred that all the variables lie between 'Disagree' and 'Neutral'. The deviation of opinion ranges between 0.988 and 1.192.

Similarly, female respondents have given first priority to 'Full text not downloading'. 'Facing Networks Problems' and 'Library Website Not opening' are the second and third preferences respectively for Problems faced while using remote access. The least preference was given to 'E-Books, E-Journals, Database...not opening'. The mean value of all the variables ranges between 2.371

and 2.539. It can be inferred that all the variables lie between 'Disagree' and 'Neutral'. The deviation of opinion ranges between 0.845 and 1.372.

The Chi-square test has been administered to identify the level of significance and the Table value is 9.488 for a 5% level of significance. The calculated value for all the values was less than the table value which indicated the variables are insignificant except the variable 'E-Books, E-Journals, Database...not opening' towards the Problems faced while using remote access facility with gender.

Problems faced while using the Remote Access Facility Vs the Category of the Respondent

The study has been further extended to the category of the respondents for the Problems faced while using the remote access facility in Manaonmaniam Sundaranar University, Tirunelveli. The Mean, Standard Deviation, and Rank for the problems have been calculated and shown in table 9.

Table 9

Problems faced while using Remote Access Facility Vs Category of the Respondent



Sl. No	Problems	Faculty			Research Scholars			PG Students			Chi-Square
		M	SD	R	M	SD	R	M	SD	R	
		1	Library Website Not opening	2.255	1.109	5	2.523	1.338	1	2.46	
2	E-Books, E-Journals, Database...not opening	2.527	0.858	3	2.318	1.253	2	2.413	0.687	5	10.515
3	Full texts not downloading	2.618	0.871	1	2.295	1.133	3	2.603	1.009	1	33.434
4	Access authenticate Problems	2.527	0.92	4	2.227	1.097	4	2.508	0.896	3	5.159
5	Facing Networks Problems	2.6	1.065	2	2.227	1.217	5	2.571	1.118	2	16.557

The table 9 states the Problems faced while using remote access facility among the respondents of Manonmaniam Sundaranar University, Tirunelveli with category of the respondents. The Faculty has given first priority to ‘Full text not downloading’. ‘Facing Networks Problems’ and ‘E-Books, E-Journals, Database...not opening’ are the second and third preferences respectively for Problems faced while using remote access. The least preference was given to ‘Library Website Not opening’. The mean value of all the variables ranges between 2.255 and 2.618. It can be inferred that all the variables lie between ‘Disagree’ and ‘Neutral’. The deviation of opinion ranges between 0.858 and 1.109.

Similarly, research scholars have given first priority to ‘Library Website Not opening’. ‘E-Books, E-Journals, Database...not opening’ and ‘Full text not downloading’ are the second and third preferences respectively for Problems faced while using remote access. The least preference was given to ‘Facing Networks Problems’. The mean value of all the variables ranges between 2.227 and 2.523. It can be inferred that all the variables lie between ‘Disagree’ and ‘Neutral’. The deviation of opinion ranges between 1.097 and 1.338. And, the postgraduate students have given first priority to ‘Full text not downloading’. ‘Facing Networks Problems’ and ‘Access authenticate Problems’ are the second and third preferences respectively

for Problems faced while using remote access. The least preference was given to ‘E-Books, E-Journals, Database...not opening’. The mean value of all the variables ranges between 2.413 and 2.603. It can be inferred that all the variables lie between ‘Disagree’ and ‘Neutral’. The deviation of opinion ranges between 0.687 and 1.366. The Chi-square test has been administered to identify the level of significance and the Table value is 15.507 for a 5% level of significance. The calculated value for all the values was less than the table value which indicated the variables are insignificant except the variable ‘Facing Networks Problems’ and Full text not downloading’ towards the Problems faced while using the remote access facility.

Conclusion

With remote access, employees may safely work from any device, platform, or network at their home office or abroad. They can share their screen for meetings and troubleshooting and remotely access essential files thanks to remote desktop functions. Remote access tools help administrators respond to issues as quickly as possible. The main purpose of access control is to provide security by allowing or restricting access to these resources by any party or individual. The Manonmaniam Sundaranar University library provides various kinds of resources like journals, books, databases, and repositories to the benefit of the stakeholders.

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