SCORES AND SOUND RECORDINGS OF THE UNIVERSITY OF THE PHILIPPINES COLLEGE OF MUSIC: AN ANALYSIS OF USER SATISFACTION

CRISTINA A DELA CRUZ

SUBMITTED TO THE
SCHOOL OF LIBRARY AND INFORMATION SCIENCE
UNIVERSITY OF THE PHILIPPINES DILIMAN
UNIVERSITY OF THE PHILIPPINES SYSTEM
IN PARTIAL FULFILLEMENT FOR THE REQUIREMENTS OF

BACHELOR OF LIBRARY AND INFORMATION SCIENCE

OCTOBER 2007

BIOGRAPHICAL DATA

Name	:	Cristina A. dela Cruz
Date of Birth	:	July 21, 1984
Place of Birth	:	Manila
Educational Attainment	:	Bachelor of Library and Information Science School of Library and Information Studies University of the Philippines Diliman Quezon City, October 2007
		Elpidio Quirino High School Bacood Sta. Mesa, Manila 1997-2001
		Bacood Elementary School Bacood, Sta. Mesa, Manila 1990-1997

ABSTRACT

The study was undertaken to identify the strengths and weaknesses of scores and sound recordings collections of the University of the Philippines College of Music Library as well as to determine the level of satisfaction of its users in using these materials.

Out of the 158 undergraduate music students who were enrolled in Diploma in Creative and Performing Arts (DCPMA) and Bachelor of Music (BM) courses for second semester AY 2006-2007, a total of 116 students were asked to complete survey questionnaires.

Results show the following: (1) 63 (54.3%) of the respondents are females; (2) majority of the participants in the study fall within age range of 21-23 years; (3) 44 (22.4%) respondents answered that they use the library "more than once a week" and most of them are Music education majors; (4) majority of the students use scores "mostly" for research needs, to prepare for exams, for work and performances, and to support research works in progress; (5) respondents use sound recordings "mostly" for work and performances, to prepare for exams, for pleasure and leisure and to support research works in progress; (6) 95 (81.9%) of the respondents can find the needed sound recordings in the card catalog; (7) most of the respondents use OPAC and card catalog to search for their needs; (8) 39 respondents had difficulties in searching for their needed sound recordings because the subject they known do not match the subject in the tools"; (9) identifiers and keywords such as catalog numbers of composition is important for effective retrieval of information of

materials; (10) 58 (51.3%) of the participants answered that they are “satisfied” with the organization of sound recordings; (11) students are required to study specific scores and 85.7% of those who provided their answers in this particular question answered that they can find the needed scores; (12) 58 answered they explore other kinds of scores; (13) 37 students answered that they had difficulty finding required the scores in the library because of the “inadequate information in the tools”; (14) 45.6 % of the total number of respondents expressed that they are “satisfied” with the organization of scores; (15) majority are satisfied in reserving and scheduling for the equipment; (16) most of the respondents are “satisfied” with the physical quality of scores; (17) overall, 44.83% of the total number of respondents are satisfied with sound recordings; (18) 49.1% of the participants indicated that they are “satisfied” with the attitude and demeanor of library staff. Consequently, it is concluded that there is no direct relationship between satisfaction in scores and types of majors and satisfaction with sound recordings and types of degree programs.

Providing comprehensive bibliographic information of work for easy retrieval, students should be instructed on how sound recordings and scores are organized, new sound equipment should be acquired such as players, headphones and other dubbing materials while existing equipment should be monitored, maintained and taken care of are some of the recommendations.

TABLE OF CONTENTS

Chapter **Page**

I. INTRODUCTION…….. 1

Background of the Study…… 1
Statement of the Problem…… 4
Objectives of the Study……. 5
Significance of the Study…… 5
Scope and Limitations of the Study…… 6

II. REVIEW OF RELATED LITERATURE

Local Studies……. 7
Foreign Studies…….. 11
Theoretical/Conceptual Framework…….. 20
Definition of Terms……. 21

III. METHODOLOGY

Research Design……. 23
Population…… 23
Sampling Technique…… 24
Research Instrument…… 25
Data Collection…… 26
Data Analysis…….. 26
Statistical Methods……. 27

IV. PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

Profile of Respondents…… 28
Gender…… 28
Age of Respondents…… 29
Students per Department……. 29
Use of the Library……..... 30
Purpose for Using Scores…… 32
Purpose for Using Recordings……. 32
Organization and Retrieval of Sound Recordings……..…….. 47
Searching for Sound Recordings in the Card Catalog…….. 40
Tools Used to Search for Sound Recordings and Scores……. 42
Familiarity with the Sound Recordings……... 42
Overall Satisfaction with the Organization of Sound Recordings. 42

Organization and Retrieval of Scores…… 47
Required Scores…… 47
Finding the Required Scores……. 49
Overall Satisfaction with the Organization of Scores…… 53
Use of Scores and Sound Recordings……54
Reserving Equipment and Sound Recordings……. 54
Technical Quality of Sound Recordings……. 57
Physical Quality of Scores……... 57
Overall Satisfaction with Scores…… 57
Instruction of the Librarian and Library Staff…… 60
Attitude and Demeanor of the Library Staff…… 62
Overall Satisfaction with Attitude and Demeanor…….. 66

V. SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

Summary……70
Conclusions……73
Recommendations……..74

REFERENCES……80

APPENDICES…… 82

A. Cover Letter……..83

B. Questionnaire……..84

LIST OF TABLES

Table		Page
1.	Gender of the Respondents……	29
2.	Age of Respondents……..	29
3.	Departments of Students……	30
4.	Degree Program of the Respondents…….	31
5.	Use of the Library……	32
6.	Consult Scores in Research Needs……..	33
7.	Consult Scores for Pleasure and Leisure……	33
8.	Consult Scores to Prepare for Exams……	34
9.	Consult Scores to Acquire New Ideas……..	34
10.	Consult Scores to Support Research Works in Progress……..	35
11.	Consult Scores for Work and Performances…….	35
12.	Consult Scores to Keep Abreast in the Field…….	36
13.	Consult Sound Recordings for Research Needs……	37
14.	Consult Sound Recordings for Pleasure and Leisure……	38
15.	Consult Sound recordings to Prepare for Exams……...	38
16.	Consult Sound Recordings to Acquire New Ideas……	39
17.	Consult Sound Recordings to Support Research Works in Progress……	39
18.	Consult Sound Recordings For Work and Performances……	40
19.	Searching for Sound Recordings in the Card Catalog…….	41
20.	Use of Tools…….	42

21. Difficulties in Searching for Sound Recordings……. 43

22. Number of Responses per Information Missing in the Card Catalog and OPAC…… 45

23. Overall Satisfaction with the Organization of the Sound Recordings……. 46

24. Availability of the Required Scores…….. 47

25. Respondents Explore Other Scores…….. 48

26. Availability of Other Scores Being Explored…….. 48

27. Difficulties in Searching for the Required Scores…….. 51

28. Missing Information in the Card Catalog and OPAC…….. 52

29. Overall Satisfaction with the Organization of the Scores…… 53

30. Equipment, Sound Recordings and Scores…….. 55

31. Reserving Sound Recordings……... 56

32. Reserving Equipment……... 56

33. Technical Quality of the Sound Recordings…… 57

34. Quality of the Scores……... 58

35. Overall Satisfaction with the Scores…… 59

36. Overall Satisfaction with Sound Recordings……... 60

37. Librarian and Staff Shows How to Access Information…….. 60

38. Librarian and Staff Lead Clients to Tools……... 61

39. Overall Satisfaction with the Instruction of the Librarian and Staff…… 62

40. Friendly Attitude of the Librarian…….. 63

41. Appropriate Facial Expression…… 63

42. Applicable Non-Verbal Communication……... 64

43. Listens Attentively to Queries…….. 64

44. Uses Appropriate Tone of Voice……. 65

45. Overall Satisfaction with Attitude and Demeanor of Library Staff……... 66

46. Result of Cramer's V for Testing the Relationship Between Overall Satisfaction with Scores and Types of Major…… 67

47. Result of Cramer's V for Testing the Relationship Between Overall Satisfaction with Sound Recordings and Degree Programs…….. 68

LIST OF FIGURE

Figure **Page**

1. Illustration of research paradigm …….. 20