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**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**  
**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**

INTERNATIONAL STUDENT'S PERCEPTION OF THE QUALITY IN LIBRARY SERVICES AT NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY (NUST) LIBRARY

BY

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## **Abstract**

The purpose of this study was to find out international student's expectations perceptions and quality of service of library services at National University of Science and Technology. To this end, a descriptive survey was conducted using LibQUAL+ as an assessment instrument.

A questionnaire was used to collect data from 60 international students registered at NUST at the time. Forty-three students responded. The findings indicated that 32% of the respondents said that NUST library provided a service that instilled confidence in users, 48% did not agree that the library provided space that inspired them to learn. On communication most respondents agreed that the use of English at NUST library was not a problem to them, but a few complained about the use of indigenous languages by some library staff members when communicating with local students.

The analysed data in this study might be useful information for the library management to consider when offering services to international students studying at NUST.

The main recommendations were that staff at the service points who provided services that had service affect to users to be sent for workshops. The other recommendation was that Nust library should bore the characteristics of library spaces as envisaged by international students, so there was need for the library to create space in terms of common rooms, space for discussion forums and networking purposes. To establish whether international students could control the resources at Nust library so computers needed to be bought so that users were able control resources.