

Library Resources and Services Utilization by Users in Women Universities in South India

Sunandamma M., P. Sarasvathy*

Department of Library and Information Science, University of Mysore, Mysore, Karnataka, India

Abstract

The study examined the use of library resources and services among the users of South Indian women's university such as Karnataka State Women's University, Bijapur, Mother Teresa Women's University, Kodaikanal, and Sri Padmavati Mahila Visvavidyalayam, Tirupati. Questionnaire was used as the main research instrument. 1500 copies of the questionnaire were distributed to above-mentioned universities; the returned filled Questionnaire was 1277. The major findings were: majority of the users use the library regularly, their main purpose of visiting the library is to borrow books and consult the research materials. They used more reference books, newspapers and internet facility. Their major challenge was lack of library orientation, and users were satisfied with the cooperation of library staff.

Keyword: *Library resources, library services, library information services, library utilization, user's satisfaction, Women's Universities*

***Author for Correspondence** E-mail: sonusunanda@gmail.com

INTRODUCTION

University library plays a pivotal role in any educational or research institution. University libraries are well equipped and up-to-date with resources and services. It supports their users in all the aspect of information access and other information media that meet the instructive, recreational and enlightening necessities of their users. Women's Universities (WU) are universities set up by Acts of Parliament by Government of India. They grant instruction on an extensive variety of general, exceptional, specialized and proficient education in assortment of courses running from Diploma/Degree to Doctoral level in the nation. Libraries as a vital piece, of women's universities education system by giving reasonable, information material valuable to examine, teaching, education, and research purposes. Women's university libraries in South India are effectively associated with utilizing IT to computerize their tasks and offer information services to their users.

BACKGROUND INFORMATION

Akkamahadevi Women's University

Akkamahadevi Women's University formerly known as Karnataka State Women's University was established in August 2003 and is the first

university exclusively for women in Karnataka. It is situated in Vijayapura (formerly Bijapur). Dr. Sabiha Bhoomi Gowda is incumbent Vice-Chancellor of the University. It is recognized under 2(f) and 12(B) of the UGC Act. It has been accredited 'B' grade by NAAC. The university is also a recipient of three Stars in NIRF rankings. One hundred and thirty seven women's colleges of Karnataka, are affiliated to this university and one PG center at Sindhanoor and also at Udatadi, one extension center at Mandya are also offering various programmes. The University offers various UG and PG Courses. And also it is recognized under DEC for Distance Education across India and abroad. The university is dedicated to promote excellence through academic achievement, research, creativity, innovation, interaction and collaboration, personality development and leadership qualities.

Mother Teresa Women's University

Mother Teresa women's university is situated at Kodaikanal, a quite hill station tucked away in the Palani Hill of South India. This university was established in the year 1984 by the enactment of Tamil Nadu act 15. Dr. G. Valli is incumbent Vice-Chancellor of the University. This university aims to extend its

service to women students. It strives for academic excellence and personality development and gives equal importance for promotion of employment prospects girls. Slogan of this university is “yesterday is gone, tomorrow has not yet come, we have only today, let us begin.” Empowerment of women through education is Vision of this university.

Sri Padmavati Mahila Visvavidyalayam

Sri Padmavati Mahila Visvavidyalayam (Sri Padmavati University) is a women's university in Tirupati, Andhra Pradesh, India. It was established as a state University by the Andhra Pradesh legislature in 1983. The university has approximately 3,000 students. The campus of Sri Padmavati Mahila Visvavidyalayam covers 138 acres (56 hectares) located in a semi-urban area at the foot of the sacred Tirumala Hills. Funds for the development are received from UGC and State Government. It is a State University admitting students from all three regions of Andhra Pradesh namely Rayalaseema, Telengana, and Coastal Andhra. The University was established with the objective of promoting professional education for women so as to make them self-reliant and able citizens of the country. Sri Padmavati Mahila Visvavidyalayam is a Unitary University with 16 departments having 52 programme options: 5 postgraduate diploma, 4 undergraduate, 16 postgraduate, 14 M.Phil. and 14 Ph.D. programme.

OBJECTIVES OF THE STUDY

The specific objectives of the study were:

1. To examine how frequently the users utilize library.
2. To find out the purpose of use of library.
3. To discover the types of information resources and services they use.
4. To find out the problems and constraints faced by the users.
5. To examine the search strategy adopted by the users in locating the library materials.
6. To find out whether the users are satisfied with the overall library resources and services provided in the library.

SCOPE AND LIMITATIONS

The study was limited to women's university in South India; there are three Women's Universities in South India. The present study

confined to those universities which are set up by Parliament Act of India. Akkamahadevi Women's University Vijayapura, Mother Teresa Women's University, Kodaikanal, and Sri Padmavati Mahila Visvavidyalayam, Tirupati, are women's university in South India. The study population focuses on the students, research scholars and faculty members of the university library.

METHODOLOGY

Questionnaire has been adopted to gather the applicable information by personally visiting all university in the long stretch of 2016/2017 academic session. 1500 copies of the questionnaire were randomly circulated to the users. 1277 copies of the filled questionnaire were received, representing 85.13% response rate. The data were analyzed using descriptive statistics of frequency count and percentages and the result is presented form of Tables 1–8.

LITERATURE REVIEW

Fehintola et al. (2013) [1] examines the use of library resources and services among postgraduate students in Babcock University library. Questionnaire tool was used to collect data, and 100 copies of the questionnaire were administered personally to the students. The received filled questionnaire rate were 76%. The finding of the study was that the students mainly visit the library for consult the research materials, students used more internet sources, students major challenge was lack of time and students averagely satisfied with the services. The author gives suggestions were offered to improve the library services. Mirza M., and Mahmood K. (2012) [2] evaluate the effectiveness of electronic resources and services in Pakistani university libraries on the basis of users' satisfaction. The data was collected by employed to conduct the research. Using convenience sampling, eight university libraries; four each from Islamabad and Lahore including two from the public sector and two from the private sector having IT applications, were included in the users survey. The total population of library users was very large; therefore, a reasonable, manageable and convenient sample of 800 library users, including 100 users each from the eight libraries was selected. A semi structured questionnaire was designed to collect data, while a five-point Likert Scale from 1 to 5 was

used to measure the satisfaction level of the respondent. Author was concluded that Pakistani university libraries are offering effective electronic resources and services to their users. Kannappanavar B.U., and Manjunatha K.V. (2011) [3] discuss the availability and development of library resources and services in engineering colleges in Karnataka, India. Topics include variations in the types of resources available at public versus private institutions, diversity in the work force of the academic libraries and benefits of professional staff possessing a Master of Science in Library Science (MSLS) degree compared to semi-professional personnel, and an overview of library services provided such as reference services, bibliographic databases, and interlibrary loan. Parvathamma N.N. and Reddy S. (2010) [4] describes the survey of use of information resources and services in Public Libraries in Gulbarga district was undertaken with questionnaire as a data collection tool. Nine branch libraries located in taluka headquarters in Gulbarga district. Karnataka State was selected and 50 questionnaires were distributed in each library under study. Out of 450 questionnaires distributed. 259 users responded (57.7%). The main purpose of the study was to evaluate effectiveness of public libraries from users' point of view. Authors found that majority of the users are men and between 11 - 30 years of age. Students, Job holders in private/public undertakings were the regular visitors to the library, who visited the library daily or at least once in two days, mainly to read newspapers and magazines. Users from lower and middle income group use public library services very frequently. Most of them have completed 12 years of schooling or undergraduate degree. Newspapers and Magazine and Reading Room Service are the most frequently used information resources and services

respectively. Majority of the users are fairly satisfied with information resources. Only two women (0.77%) and 04 men above 60 years of age (1.54%) visited library during study period. Majority of the respondents are either neutral or not satisfied with Book Lending and Reference Service. The results clearly indicate the need for public libraries to strengthen their document collection and create a better ambience to attract more users from all age groups and gender. More trained personnel are necessary to manage the document collection efficiently and offer innovative library services.

RESULT AND DISCUSSION

Demographic Information

Table 1 gives the information of name of the universities undertaken for the research study and also the number of distributed questionnaires and received filled questionnaires. Table 1 shows that out of total 500 distributed questionnaires **95.8%** of the respondents are from Sri Padmavathi Mahila Vishwavidya Nilaya and **86.2%** of the respondents are from Akkamahadevi Women's University followed by **73.4%** of the respondents are from Mother Theresa Women University.

Use of the Library

Table 2 represents the data related to the frequency of use of the library by the users. Table 2 discovered the majority of the respondents 407 (31.9%) used the library daily, 173 (13.5%) of the respondents used the library "thrice in a week", 264 (20.7%) of the respondents used the library "twice in a week" and 290 (22.7%) respondents used the library "once a week" Followed by 143 (11.2%) of the respondents used "rarely". The implication here is that majority of the users used library on a regular basis.

Table 1: Name of the University.

Name of the universities	Number of distributed questionnaires	Received filled questionnaires	Percentage
Sri Padmavathi Mahila Vishwavidya Nilaya	500	479	95.8%
Akkamahadevi Women's University	500	431	86.2%
Mother Theresa Women University	500	367	73.4%
Total	1500	1277	100.0%

Table 2: Frequency of Library Use.

Use	Frequency	Percent
Daily	407	31.9%
Thrice in a week	173	13.5%
Twice in a week	264	20.7%
Once a week	290	22.7%
Rarely	143	11.2%
Total	1277	100.0%

Table 3: Purpose of Visit to the Library.

Purpose	To a Great extend	To a Moderate extend	To Some extend	Can't say	Not at all	Total
Research purpose	225 (17.6%)	222 (17.4%)	384 30.1%	141 11.0%	305 23.9%	1277 100.0%
To prepare seminar presentation	471 36.9%	470 36.8%	165 12.9%	135 10.6%	36 2.8%	1277 100.0%
For writing assignment	626 49.0%	386 30.2%	44 3.4%	145 11.4%	76 6.0%	1277 100.0%
To borrow books	926 72.5%	115 9.0%	217 17.0%	7 .5%	12 .9%	1277 100.0%
For examination purpose	693 54.3%	256 20.0%	222 17.4%	57 4.5%	49 3.8%	1277 100.0%
For literature search	137 10.7%	488 38.2%	135 10.6%	200 15.7%	317 24.8%	1277 100.0%
Consult/borrow resources for teaching purpose	75 5.9%	44 3.4%	34 2.7%	135 10.6%	989 77.4%	1277 100.0%
To read newspapers/magazines	585 45.8%	432 33.8%	243 19.0%	9 .7%	8 .6%	1277 100.0%
For browsing	252 19.7%	475 37.2%	362 28.3%	81 6.3%	107 8.4%	1277 100.0%
For reference	584 45.7%	537 45.7%	98 7.7%	58 4.5%	-	1277 100.0%
To prepare notes	369 28.9%	596 46.7%	113 8.8%	152 11.9%	47 3.7%	1277 100.0%
For recreation	130 10.2%	119 9.3%	472 37.0%	286 22.4%	270 21.1%	1277 100.0%
Update knowledge	791 61.9%	47 3.7%	434 34.0%	4 .3%	1 .1%	1277 100.0%

Purpose of Visit to the Library

Table 3 provides information regarding the purpose of visit to the library by the users. The issues considering the purpose of visit such as research purpose, to prepare seminar presentation, for writing assignment, to borrow books, for examination purpose, for literature search, teaching purpose, to read newspapers/magazines, for browsing, for reference, prepare notes, for recreation and Update knowledge are shown in Table 3. It can be observed that out of a total response 384 (30.1%) respondents opine "To some extend" to visit library for research purpose, 471 (36.9%) each respondents opine "To a Great extend" to visit library for to prepare seminar presentation, 626 (49.0%) each

respondents opine "To a Great extend" to visit library for writing assignment, 926 (72.5%) respondents opine "To a Great extend" to visit library for the borrow books, 693 (54.3%) respondents opine "To a Great extend" to visit library for examination purpose, 488 (38.2%) respondents opine "To a Moderate extend" to visit library For literature search, 989 (77.4%) each respondents opine "Not at all" to visit library for Consult/borrow resources for teaching purpose, 585 (45.8%) respondents opine "To a Moderate extend" to visit library for To read newspapers/magazines, 475 (37.2%) each respondents opine "To a Moderate extend" to visit library for browsing, 584 (45.7%) each respondents opine "To a Great extend" to visit library for reference, 596

(46.7%) respondents opine “To a Moderate extend” to visit library to prepare notes, 472 (37.0%) respondents opine “To some extend” to visit library for recreation and 791 (61.9%) each respondents opine “To a Great extend” to visit library for Update knowledge.

Findings

The study finds that more than 70% of the users visit library to barrow books and more than 75% of the users do not visit library to consult/borrow library resources for teaching purpose.

Suggestions

Use of library resources helps teaching and professional development effectively and also helps teachers effectively to use primary sources from the vast digital collection so present study suggest that librarians should pay more attention to market the library resources and services by organizing user education, orientation programme or awareness programme often.

Types of Information Materials

Table 4 provides data about the information materials used in the library by the users. The issues considering the type of information materials used in the library such as text/subject books, reference books, magazines/journals/periodicals, newspapers, thesis and dissertations, reports, CD. ROM database, audio/videotapes, micro films are shown in Table 4. It can be observed that out of a total response 649 (50.8%) respondents opine “Frequently” they uses Text/subject books, 880 (68.9%) each respondents opine

“Frequently” they using reference books, 648 (50.7%) each respondents opine “Occasionally” they use magazines/journals/periodicals, 881 (69.0%) each respondents opine “Frequently” they using newspapers, 626 (49.0%) respondents opine “Not at all” use the thesis and dissertations, 464 (36.3%) respondents opine “Not at all” use the reports, 614 (48.1%) respondents opine “Not at all” use the CD. ROM database and 679 (53.2%) respondents opine “Not at all” use the audio/videotapes.

Findings

The study finds that nearly 70% of respondents frequently consult newspapers in the library.

Library Services

Table 5 provides information regarding the Library services. The issues considering the users opinion about the services provided by the library such as circulation services, photocopy services, inter library loan services, book bank service, CAS, SDI, document delivery services, internet facilities, E-journals/E-books, OPAC/Web OPAC, DIRC, CIRC and LRC are shown in Table 5. It can be observed that out of a total response **450 (35.2%)** respondents opine “To a Great extend” for circulation services, 504 (39.5%) each respondents opine “To a Moderate extend” for photocopy services, 635 (49.7%) respondents opine “To some extend ” for inter library loan services, 699 (54.7%) respondents opine “To a Moderate extend” for book bank service, 533 (41.7%) each respondents opine “To a Moderate extend” for CAS, 501 (39.2%)

Table 4: Types of Information Materials Used in the Library.

Source	Frequently	Occasionally	Not at all	Cannot say	Total
Text/subject books	649 50.8%	449 35.2%	126 9.9%	53 4.2%	1277 100.0%
Reference books	874 68.4%	387 30.3%	16 16%	-	1277 100.0%
Magazines/Journals/Periodicals	450 35.2%	648 50.7%	126 9.9%	53 4.2%	1277 100.0%
Newspapers	881 69.0%	386 30.2%	10 .8%	-	1277 100.0%
Thesis and dissertations	195 15.6%	187 14.6%	626 49.0%	264 20.7%	1277 100.0%
Reports	133 10.4%	256 20.0%	464 36.3%	424 33.2%	1277 100.0%
Audio/videotapes	135 10.6%	71 5.6%	679 53.2%	392 30.7%	1277 100.0%

Table 5: Library Services.

Types of services used	To a Great extend	To a Moderate extend	To Some extend	Can't say	Not at all	Total
Circulation services	450 35.2%	336 26.3%	164 12.8%	91 7.1%	236 18.5%	1277 100.0%
Photocopy services	347 27.1%	504 39.4%	173 13.5%	91 7.1%	162 12.6%	1277 100.0%
Inter library loan services	22 1.7%	144 11.3%	635 49.7%	411 32.2%	65 5.1%	1277 100.0%
Book bank service	139 10.9%	66 5.2%	699 54.7%	334 26.2%	39 3.1%	1277 100.0%
Current awareness services	30 2.3%	533 41.7%	121 9.5%	72 5.6%	521 40.8%	1277 100.0%
Selective dissemination of information service	88 6.9%	375 29.4%	221 17.3%	92 7.2%	501 39.2%	1277 100.0%
Document delivery services	54 4.2%	345 27.0%	165 12.9%	327 25.6%	386 30.2%	1277 100.0%
Internet facilities	792 62.0%	201 15.7%	209 16.4%	75 5.9%	-	1277 100.0%
E-Journals/E-Books	282 22.1%	394 30.9%	514 40.3%	87 6.8%	-	1277 100.0%
OPAC/Web OPAC	389 30.5%	380 29.8%	407 31.9%	79 6.2%	22 1.7%	1277 100.0%
DIRC	23 1.8%	756 59.2%	33 2.6%	83 6.5%	382 29.9%	1277 100.0%
CIRC	6 .5%	264 20.7%	497 38.9%	164 12.8%	346 27.1%	1277 100.0%
LRC	324 25.4%	444 34.8%	343 26.9%	153 12.0%	13 1.0%	1277 100.0%

respondents opine “Not at all” For SDI service, 386 (30.2%) each respondents opine “Not at all” for document delivery services, 792 (62.0%) respondents opine “To a Great extend” for internet facilities, 514 (40.3%) each respondents opine “To Some extend” for E-journals/E-books, 407 (31.9%) each respondents opine “To some extend” for OPAC/Web OPAC, 756 (59.2%) respondents opine “To a moderate extend” for DIRC, 497 (38.9%) respondents opine “To some extend” for CIRC and 444 (34.8%) each respondents opine “To a Moderate extend” for LRC.

Findings

The study discovers that more than 60% of the users use internet facility services in the library and least number of users uses CIRC (Career information resource centre) in the library.

Suggestions

The study recommends that the library staff or librarian should give more awareness programmes to the users to utilize CIRC in the

library to develop their career or find job opportunity.

Search Strategies

Table 6 provides data regarding the Search strategies. The issues considering the search strategies adopted by the users for getting information in the library such as browse through shelves, consult bibliographies, utilization of index and abstract, information from friends, library staff, manual card catalogue, OPAC, websites. It can be observed that out of a total response 510 (39.9%) respondents opine “To a Great extend” for Browse through shelves, 445 (34.8%) each respondents opine “To some extend” for consult bibliographies, 393 (30.7%) respondents opine “To some extend” for utilization of index and abstract, 498 (8.9%) respondents opine “To a Moderate extend” for information from friends, 485 (37.9%) each respondents opine “To a Moderate extend” for library staff, 453 (35.4%) respondents opine “To a great extend” For manual card catalogue and 410 (32.1%) each respondents opine “To a Moderate extend” for OPAC.

Table 6: Search Strategies used by Library Users.

Search strategies	To a Great extend	To a Moderate extend	To Some extend	Can't say	Not at all	Total
Browse through shelves	510 39.9%	370 29.0%	217 17.0%	54 4.2%	126 9.8%	1277 100.0%
Consult Bibliographies	378 29.6%	179 14.0%	445 34.8%	77 6.0%	198 15.5%	1277 100.0%
Utilization of index and abstract	202 15.8%	308 24.1%	393 30.7%	100 7.8%	274 21.4%	1277 100.0%
Information from friends	286 22.3%	498 38.9%	249 19.5%	71 5.5%	173 13.5%	1277 100.0%
Library staff	257 20.1%	485 37.9%	129 10.1%	240 18.8%	166 12.9%	1277 100.0%
Manual card catalogue	453 35.4%	147 11.5%	290 22.7%	161 12.6%	197 15.4%	1277 100.0%
OPAC	91 7.1%	410 32.1%	269 21.1%	211 16.5%	296 23.2%	1277 100.0%

Table 7: Problems Encountered.

Problems	To a Great extend	To a Moderate extend	To Some extend	Can't say	Not at all	Total
Opening hours	79 6.1%	138 10.8%	176 13.7%	94 7.4%	790 61.8%	1277 100.0%
Lack of library orientation	631 49.4%	151 11.8%	270 21.1%	47 3.6%	178 13.9%	1277 100.0%
Space not enough	410 32.1%	504 39.4%	169 13.2%	51 3.9%	143 11.1%	1277 100.0%
Short duration of book loan	525 41.1%	354 27.7%	267 20.9%	81 6.3%	50 3.9%	1277 100.0%
Manner less staffs	97 7.5%	110 8.6%	176 13.7%	219 17.1%	523 40.9%	1277 100.0%
Obsolete books	127 9.9%	410 32.1%	541 42.4%	57 4.4%	142 11.1%	1277 100.0%
Power outage	321 25.1%	481 37.6%	277 21.6%	198 15.5%	-	1277 100.0%
Insufficient internet access points	516 40.4%	369 28.9%	322 25.2%	70 5.4%	-	1277 100.0%
Poor organization of the materials on the shelves	80 6.2%	282 22.1%	206 16.1%	104 8.1%	605 47.3%	1277 100.0%

Findings

The study finds that more than 35% of the users use search strategy that is “Browse through shelves” meanwhile more than 30% of the users use manual card catalogue for searching the resources in the library and least number of users (7%) use OPAC as search strategy to find library resources.

Suggestions

The study recommends that the library professionals or librarian should give more importance to conduct awareness programme/demo classes emphasizing more on use of OPAC to users.

Problems Encountered

Table 7 provides data regarding the Problems encountered. The issues considering the what

are the Problems faced by the users while using the resources and services in library such as opening hours, lack of library orientation, space not enough, short duration of book loan, manner less staffs, obsolete books, power outage, insufficient internet access points, poor organization of the materials on the shelves. It can be observed that out of a total response 790 (61.8%) respondents opine “Not at all” for opening hours, 631 (49.4%) each respondents opine “To a great extend” for lack of library orientation, 504 (39.4%) respondents opine “To a Moderate extend” for space not enough, 525 (41.1%) respondents opine “To a great extend” for short duration of book loan, 523 (40.9%) each respondents opine “Not at all” for manner less staffs, 541 (42.4%) respondents opine “To Some extend” for obsolete books, 481 (37.6%) each respondents

opine “To a Moderate extend” for power outage, 516 (40.4%) respondents opine “To a great extend” for insufficient internet access points and 605 (47.3%) respondents opine “Not at all” for poor organization of the materials on the shelves.

Table 8: Users’ Satisfaction.

Level of satisfaction	Frequency	Percent
Satisfied	586	45.9%
Not satisfied	336	26.3%
Partially satisfied	276	21.6%
Total	1277	100.0%

Users’ Satisfaction

One of the objectives of the study is to find out whether the users are satisfied with the library resources and services. The response to this question is shown in Table 8. The result from the data investigation indicated that preponderance of the respondents 586 (45.9%) were “satisfied” with the library resources and services, while 276 (21.6%) were “partially satisfied”, followed by 79 (6.2%) were “can’t say” anything about library resources and services and 336 (26.3%) of users are “not satisfied” with the library resources and services.

Findings

The study finds that out of a total 1277 respondents below 50%, i.e., 45.9% of them are satisfied with the overall library resources and services and the study also discovers that there is a difference negligible response rate between not satisfied and partially satisfied.

CONCLUSIONS

The university libraries are esteemed by the users for their help in scholarly and explore through user services. The present overview was intended to think about the university libraries in South India with regards to resources and services of the library. This study has therefore ascertained that users use the university library regularly for their academic, research and updating their knowledge. Main purpose of visiting the

library to borrow books, and update their knowledge by using library resources and services, while their major challenge was lack of library orientation, short duration of book loan and users are satisfied with the library resources and services.

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Cite this Article

Sunandamma M., P. Sarasvathy. Library Resources and Services Utilization by Users in Women Universities in South India. *Journal of Advancements in Library Sciences*. 2018; 5(3): 115–122p.