Role of ICT on Information Seeking By Users in Higher Educational Institutions

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Abstract

The Role of ICT in Information Seeking and use amongst Research Scholar Higher Education This study has been carried out to know the Information Needs and Seeking Behavior of Faculty Members, Research Scholars and Students of Selected only 10 colleges on the basis of year of establishment. The researcher has employed a well-structured questionnaire for collecting the data from PG students, Research Scholars and Faculty members of 10 colleges in Bharathiar University. In this study, survey method is adopted among the PG students, research scholars staff. ICT based resources and services are resources in which information is stored electronically and which are accessible through electronic systems and networks.

Keywords

Information and Communication Technology, E-Resources, Arts and Science Colleges.

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INTRODUCTION

The libraries in the digital era do not have exceptions in acquiring ICT based resources and services to meet the requirements of the users who need information as quickly as possible. Since the users in the modern information society are aware of many ICT based resources and services useful to them and are able to access to these resources without any difficulty, it is quite challenging for library and information professionals at present.

OBJECTIVES OF THE STUDY

The Objectives of the study are:

1. To identify the problems faced by the users of Arts and Science Colleges affiliated to Bharathiar University while accessing and using electronic resources.
2. To find out the extent of dependency on ICT based resources and services for teaching, learning and research among the users of Arts and Science Colleges affiliated to Bharathiar University.
3. To study the purpose of using ICT based resources and services among the users of Arts and Science Colleges
4. To identify the method of acquiring IT skills by the users of Arts and Science Colleges
5. To find out the most preferred place for accessing ICT based resources and the users of Arts and Science Colleges affiliated to Bharathiar University.
6. To find out the level of expertise with computers among the users of Arts and Science Colleges.

SAMPLING

There are 72 Arts and Science colleges, Coimbatore. Out of them, researcher has selected only 10 colleges on the basis of year of establishment. The researcher has employed a well-structured questionnaire for collecting the data from PG students, Research Scholars and Faculty members of 10 colleges in Bharathiar University. A total number of 1600 questionnaires were distributed among the PG students, Research Scholars and Faculty members. Only 1561 out of 1600 respondents among whom the questionnaires were distributed. This constitutes 97.56% (1561/1600) of the total response.

METHODOLOGY

The survey method was used to collect primary data on this research investigation. The pertinent data has been collected from the PG students,

Research scholars, and Faculty members, by administering the questionnaire method. The respondents were encouraged to give free and frank information. The respondents extended their full cooperation in the data collection

DATA ANALYSIS

The collected data were classified and tabulated according to the objectives and hypothesis stated. For proper arrangement of the data, a master table was prepared by the author. The general data interpretation was made with the help of percentages and averages.

RESULTS AND DISCUSSION

Table 1: Academic status wise Distribution of Respondent's

Academic status	Less than 10%	11-25%	26-50%	51-75%	More than 75%	Total
PG Students	59 (7.70)	69 (9.01)	159 (20.76)	221 (28.85)	258 (33.68)	766
Research scholars	26 (9.81)	33 (12.45)	58 (21.89)	56 (21.13)	92 (34.72)	265
Faculty Members	21 (3.96)	58 (10.94)	113 (21.32)	145 (27.36)	193 (36.42)	530
Total	106 (6.79)	160 (10.25)	330 (21.14)	422 (21.03)	543 (34.79)	1561

(Figures in Parentheses denote Percentage)

Data presented in table I indicates the academic status wise distribution of respondents information needs fulfilled through ICT based resources and services. It could be noted that out of the total 1561 respondents, 106(6.79%) respondents fulfilled less than 10% of their information needs through ICT based resources and services; 160(10.25%) respondents fulfilled 11.25% of their information needs through ICT based resources and services; 330(21.14%) respondents 26.50% of their information needs through ICT based resources and services; 422(21.03%) respondents fulfilled 51.75% of their information needs through ICT based resources and services and 543(34.79%) respondents fulfilled more than 75% of their information needs through ICT based resources and services. With regard to 766 PG Student, 33.68 percent of the respondents fulfilled more than 75% of information needs through the ICT based resources and services and 7.70 percent of the respondents fulfilled less than 10% of their information needs through the ICT based resources and services. Among 265 Research scholars, 34.72 percent of the respondents fulfilled more than 75% of their information needs through ICT based resources and services, and 9.81 percent of the respondents fulfilled less than 10% of their information needs through ICT based resources and services. Out of 530 faculty members, 36.42 percent of the respondents fulfilled more than 75% of their information needs through ICT based resources and services and 3.96 percent of the respondents fulfilled less than 10% of their information needs through ICT based resources and services.

Table 2: Gender wise Distribution of Respondent's

Gender	Less than 10%	11-25%	26-50%	51-75%	More than 75%	Total
Male	82 (7.48)	109 (9.95)	199 (18.16)	234 (21.35)	472 (43.07)	1096
Female	24 (5.16)	51 (10.97)	131 (28.17)	188 (40.43)	71 (15.27)	465
Total	106 (6.79)	160 (10.25)	330 (21.14)	422 (21.03)	543 (34.79)	1561

(Figures in Parentheses denote Percentage

Table II shows the gender-wise distribution of respondents' Information needs fulfilled through ICT based resources and services. Out of 1096 male and 465 female respondents, 82(748%) male and 24(5.16%) female respondents fulfilled less than 10% of their information needs through ICT based resources and services; 109(9.95%) male and 51(10.97%) female respondents fulfilled 11.25% of their information needs through ICT based resources and services; 199(18.16%) male and 131(28.17%) female respondents fulfilled 26-50% of their information needs through ICT based resources and services; 234(21.35%) male and 188(40.43%) female respondents fulfilled 51-75% of their information needs through the ICT based resources and services and 472(4307%) male and 71(15.27%) female respondents fulfilled more than 75% of their information needs through ICT based resources and services. It could be seen clearly from the above discussion, that 472(43.07%) male respondents fulfilled more than 75% of their information needs through ICT based resources and services and 188(4043%) female respondents fulfilled 51.75% of their information needs through ICT based resources and services

Table 3: Academic status wise Distribution of Respondent's Measures to improve the efficiency in retrieving information

Academic status	Training library staff in search techniques	updating knowledge in the latest technology	Adopting emerging technologies	High bandwidth internet connection	Total
PG Students	87 (11.36)	380 (49.61)	144 (18.80)	155 (20.23)	766 (49.07)
Research scholars	55 (20.75)	67 (25.28)	89 (33.58)	54 (20.380	265 (16.98)
Faculty Members	153 (28.87)	129 (24.34)	142 (26.79)	106 (20.00)	530 (33.95)
Total	295 (18.90)	576 (36.90)	375 (24.02)	315 (20.18)	1561 (100.00)

(Figures in Parentheses denote Percentage)

Data presented in table III indicates the academic status-wise distribution of respondents' measures to improve the efficiency in retrieving information. It could be noted that out of the total 1561 respondents, 315(20.18%) respondents indicated high bandwidth internet connection to improve the efficiency in retrieving information; 576(36.90%) respondents indicated updating knowledge in the latest technology to improve the efficiency in retrieving information; 375(24.02%) respondents indicated adopting emerging technologies to improve the efficiency in retrieving information and 295(18.90%) respondents indicated training staff in search techniques to improve the efficiency in retrieving information. With regard to 766 PG Students, 49.61 percent of respondents indicated updating knowledge in the latest technologies and 11.36 percent of respondents indicated training library staff in search techniques. Among 265 Research Scholars, 33.58 percent of respondents indicated adopting emerging technologies and 20.75 percent of respondents indicated training library staff. Out of 530 faculty members, 28.87 percent of respondents indicated training library staff in search techniques and 20.00 percent of respondents indicated high bandwidth internet connection to improve the efficiency in retrieving information.

Table 4: Academic status wise Distribution of Respondent's Experience in using ICT based resources and services

Academic status	Less than one year	One Year	Two years	Three Years	More than three Years	Total
PG Students	85(11.10)	153(19.97)	304(39.69)	155(20.23)	69(9.01)	766
Research scholars	36(13.58)	51(19.25)	90(33.96)	62(23.40)	26(9.81)	265
Faculty Members	23(4.34)	132(24.91)	201(37.92)	66(12.45)	108(20.38)	530
Total	144(9.22)	336(21.52)	595(38.12)	283(18.13)	203(13.00)	1561

(Figures in Parentheses denote Percentage)

Data presented in table IV indicates the academic status-wise distribution of respondents' experience in using ICT based resources and services. It could be noted that out of total 1561 respondents, 144(9.22%) respondents have been accessing ICT based resources and services for Less than one year; 336(21.52%) respondents have been accessing ICT based resources and services for One year; 595(38.12%) respondents have been accessing ICT based resources and services for two years; 283(18.13%) respondents have been accessing ICT based resources and services for three years and 203(13.00%) respondents have been accessing ICT based resources and services for more than three years. With regard to 766 PG students, 39.69 percent of respondents have been accessing ICT based resources and services for two years and 9.01 percent of respondents have been accessing ICT based resources and services for more than three years. Among 265 Research Scholars, 33.96 percent of respondents have been accessing ICT based resources and services for two years and 9.81 percent of respondents have been accessing ICT based resources and services for more than three years. From the total number of 530 Faculty Members, 37.92 percent of respondents have been accessing ICT based resources and services for two years and 4.34 percent of respondents have been accessing ICT based resources and services for less than one year.

Table 5: Academic status wise Distribution of Respondents' Influence of ICT based resources and services on research and academic process

Academic status	Expedited research and academic process	Improved professional Competence	Current information access	Wider information access	Easier and faster access	Total
PG Students	203(26.50)	92(12.01)	99(12.92)	139(18.15)	233(30.42)	766(49.07)
Research scholars	45(16.98)	32(12.08)	53(20.00)	63(23.77)	72(27.17)	265(16.98)
Faculty Members	195(36.79)	118(22.26)	71(13.40)	64(12.08)	82(15.47)	530(33.95)
Total	443(28.38)	242(15.50)	223(14.29)	266(17.04)	387(24.79)	1561(100.00)

Data presented in table V indicates the academic status-wise distribution of respondents Influence of ICT based resources and services on research and academic process. It could be noted that out of the total 1561 respondents, 223(14.29%) respondents indicated current information access; 242(15.50%) respondents indicated improved professional competence; 266(17.04%) respondents indicated wider information access; 443(28.38%) respondents indicated expedited research and academic process and 387(24.79%) respondents indicated easier and faster access. With regard to 766 PG Students, 30.42 percent of respondents indicated easier and faster access and 12.01 percent of respondents indicated improved Professional competence. Among 265 Research Scholars, 27.17 percent of respondents indicated easier and faster access and 12.08 percent of respondents indicated improved Professional competence. Out of 530 faculty members, 36.79 percent of respondents indicated expedited research and academic process and 12.08 percent of respondents indicated wider information access.

Table 6: Academic status wise Distribution of Respondent's Satisfaction level of ICT based resources and services

Academic status	Highly satisfied	Satisfied	Somewhat satisfied	Dissatisfied	Total
PG students	105(13.71)	248(32.38)	361(47.13)	52(61.79)	766
Research Scholars	52(19.62)	71(26.79)	115(43.40)	27(10.19)	265
Faculty members	98(18.49)	183(34.53)	212(40.00)	37(6.98)	530
Total	255(16.34)	502(32.16)	688(44.07)	116(7.43)	1561

(Figures in Parentheses denote Percentage)

Table VI shows the academic status wise distribution of respondent's satisfaction level of ICT based resources and services. It could be noted that out of 1561 respondents, 255(16.34%) respondents are highly satisfied; 502(32.16%) respondents are satisfied; 688(44.07%) respondents are somewhat satisfied and 116(7.43%) respondents are dissatisfied. Among the total number of 766 PG students, 32.38 percent of them are satisfied and 6.79 percent of them are dissatisfied. Out of 265 Research scholars, 43.40 percent of them somewhat satisfied and 10.19 percent of them are dissatisfied. With regard to 530 faculty members, 40.00 percent of them somewhat satisfied and 6.98 percent of them are dissatisfied. Hence it can be concluded that most of the respondents are somewhat satisfied.

CONCLUTION

The Information needs fulfilled through ICT based resources and services up to the maximum level. This shows that there is significance in educational status of the respondents and its usage. This also reveals that they are familiar with the ICT based resources and services and thereby their productivity increases within a shortest duration. Users have undergone formal training to make best use of the resources. The Information needs fulfilled through ICT based resources and services reveal the fact that, 33.68 percent of PG students; 34.72 percent of Research scholars and 36.42% of Faculty members fulfilled more than 75 percent of their information needs through the ICT based resources and services. It is also observed from this study that the majority of the respondents are satisfied in using the ICT based resources and services. Hence, it is concluded from

this study that the ICT based resources and services has become an indispensable as well as unavoidable commodity for PG Students, Research scholars and Faculty members.

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