Information Access Pattern of P.G. Students and Faculty Members of G.B. Pant University of Agriculture and Technology: A Study

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Abstract – The introduction, monitoring and management of Quality of Information Services is a benchmark for the performance of systems. The qualities of the data are essential to the acceptance of RIS services. Users will only rely on libraries which are an integral part of any academic system. The quality of data of RIS services can be expressed in terms of accuracy, reliability, age, correctness, completeness etc. The present article lights on the information seeking behaviour of P.G. Students and faculty members of G.B. Pant University of Agriculture and Technology, Pantnagar, Uttarakhand, India. The study focuses on the ICT facilities provided and the satisfaction level of users, quantum of time spent in libraries and the habit of visiting other libraries by the respondents.

Keywords: Computer Software, ICT Facilities, Infrastructure Facility, Quantum of Time Spent

I. INTRODUCTION

The essential components in a library and information system are documents, users, and librarians. It has often been complained that the information scientists had neglected the users and their information needs. One of the main goals of any information system is to provide pin-pointed, in-depth and expeditious information service to users. In order to achieve this goal, various pieces of recorded information are gathered in information centre and qualified personnel are recruited to establish purposive contact between the users and the information embodied in variety of documents. User study means a systematic examination of characteristics and behaviour of the users of the information system. It directly linked with effectiveness of library and information services as they aim at satisfaction of user needs. The term user study "Mainly focus on user to measure their information use pattern, information needs, and information seeking behaviour.

II. INFORMATION COMMUNICATION CHANNELS

Channels are the means by which ideas, opinions, facts, and interpretations are communicated. These channels may be formal books, journals, research reports, slides, audio-tapes, gramophone records, films-or inform-after-dinner discussions, casual meetings with colleagues, correspondences. The line between formal and informal channels is difficult to draw, a reasonable approximation might be that formal channels are susceptible of use by a number of people, not necessarily at the same time, while informal channels operate on a individual interpersonal basis. Channels may also be classed as primary and secondary; the primary channel carries the actual message, while the secondary channel leads one to the primary channel. Review articles, abstracting journals, and indexes are all secondary channels.

III. REVIEWS OF THE STUDY

Partap (2007) conducted a survey of the libraries of 18 colleges of education in 3 districts of Punjab. He found that collection size of the libraries varied considerably and comparatively older colleges had large collections.

Kumbar *et al.* (2007) "Use of Periodical Literature in the University of Agricultural Sciences Daharwad: A Case Study". Authors assessed the extent of use of periodical literature by agriculture scientists. Authors suggested that to encourage users to make use of e-resources.

Achonna (2008) in research article "Awareness, Access and Usage of E-Journal Resources of the Library, by the Students of Yaba College of Technology, Study concluded the need for the training skills, provision of adequate computers, need to popularize the information technology and its usage and to motivate the students to use e-journal resources.

Sujatha and Mudhol (2009) in the paper titled "Evaluation of Electronic Information Services in the Fisheries College Libraries in South India: A Study" described the electronic information services in four fisheries college libraries.

Biradar *et al.* (2009) conducted a survey under the title of "Use of Information Sources and Services in Library of Agriculture Science College, Shimoga: A Case Study". About 72.27% users were using lending service and among them 54.79% were satisfied. The services like SDI, ILL, CD Rom search etc. were fairly used, while non documentary sources were less used. Authors concluded with the urgent need to establish e-consortia model among agriculture libraries in India.

Balasubramanian S. S & Sadik Batcha M (2011) carried out a study under the title of "Users Perception and Satisfaction on the Services of Academic Libraries in Puducherry Region: A Study" to find out the users perception on quality of various types of services provided in academic libraries of Puducherry region. The authors have concluded that lack of IT initiatives, lack of technical know how in IT enabled services, lack of subscription of International Journals have considerable impact on library services provided to users.

IV. Objectives Of The Study

1. To know the usage of ICT facilities by respondents for academic purposes in University Libraries of G.B. Pant University of Agriculture and Technology.

2. To know the Respondents' frequency of visiting other Libraries for collecting academic information.

3. To know the Quantum of time spent in Libraries everyday by the respondents.

4. To know usage of Computer software by the Respondents for their Research work.

5. To know the level of satisfaction of respondents on the ICT facilities provided in the G.B. Pant University of Agriculture and Technology.

V. Hypotheses Of The Study

1. There is no association between the categories of respondents and the use of ICT facilities in libraries.

2. There is no association between the categories of respondents and their frequency of visiting other libraries.

3. There is no association between the categories of respondents and the quantum of time spent in libraries.

4. There is no association between the categories of respondents and the usage of computer software" is accepted.

5. There is no association between the categories of respondents and the level of satisfaction on the ICT facilities provided in libraries

VI. Methodology

Normative survey method has been used for this study. The respondents were selected by the method of random sampling. It is through the questionnaires, an attempt has been made by the researcher to know the users' Information Access pattern of P.G students and Faculty members of G.B. Pant University of Agriculture and Technology, Uttarakhand, India.

VII. Data Analysis

The table analyses how many respondents get use of ICT facilities in libraries for their academic purposes. The data in the table explains that out of 582 PG students, 340 respondents get use of ICT facilities in G.B.Pant University of Agriculture and Technology Libraries. It is calculated 58.41% of respondents. Yet 242 respondents found not using ICT facilities in libraries, explains the percentage of 41.49. The gender wise data of PG students further explains 222 male and 118 female populations who actively use ICT facilities. The Faculty members who get use of ICT facilities are 110(50.46%), and 108(49.54%) members do not use ICT facilities in university library or its department libraries.

The overall data in the table explains out of total respondents 450 (56.25%) of them make use of ICT facilities in libraries at the fullest extent. The calculated chi-square explains the value of 37.15 which brings out the p-value of 0.001 and it is significant and it is less than the table value. So the formulated null hypothesis of "There is no association between the categories of respondents and the use of ICT facilities in libraries" is rejected.

The table analyses the frequency of visiting other libraries by the respondents apart from using their university and department libraries. Out of 582 P.G Students about 272 respondents are found visiting other libraries 'daily'. The next higher frequency noted in this category of respondents is 'once in a fortnight' showing 152 responses. The third frequency observed is 'once in a week'. The same results are noted in the case of their gender wise analysis.

TABLE I ANALYSIS OF RESPONDENTS' USING ICT FACILITIES IN UNIVERSITY LIBRARIES FOR ACADEMIC PURPOSES

Category of Respondents	Gender of Respondents	Used		Not Used		Total	
		Respondents	%	Respondents	%	Respondents	%
PG Students	Male	222	49.33	200	57.14	422	52.75
	Female	118	26.22	42	12.00	160	20.00
	Total	340	58.41	242	41.49	582	72.75
Faculty Members	Male	80	17.78	98	28.00	178	22.25
	Female	30	6.67	10	2.86	40	5.00
	Total	110	50.46	108	49.54	218	27.25
Grand Total		450	56.25	350	43.75	800	100

Chi-square	Df	L.S
37.15	3	0.001 Significant

TABLE II ANALYSIS OF THE FREQUENCY OF VISITING OTHER LIBRARIES BY THE RESPONDENTS

Category of Respondents	Gender of Respondents	Every Day	Once in a Week	Once in a Fortnight	Once in a Month	Very Rarely	Total
PG Students	Male	180	105	125	10	02	422
	Female	92	33	27	07	01	160
	Total	272	138	152	17	03	582
Faculty Members	Male	89	55	26	06	02	178
	Female	16	12	07	04	01	40
	Total	105	67	33	10	03	218
Total	Overall	377	205	185	27	06	800

Chi-square	Df	P Value
	6	0.001 Significant

The analysis regarding the faculty members explains that they also rely on other libraries with the frequency of 'daily'. Yet the next higher frequency noted in this category is 'once in a week'. The third frequency is 'once in a fortnight'. The over all total data also support the same fact. It is inferred that the library of G.B.Pant University of Agriculture and Technology should improve the collections to meet the needs of P.G students and Faculty members. The chi square analysis results the p value at 0.001 which is found significant. It is less than the table value. So the formulated null hypothesis of "There is no association between the categories of respondents and their frequency of visiting other libraries" is rejected.

The study also concentrates on the time spent by the respondents for collecting information in the University and Department libraries for their academic purposes. The voracious readers in the category of P.G. Students observed in total are 44. They spend upto 6 hours in libraries everyday. The next major group of 90 respondents spends upto 4 hours in libraries. The other timings of upto 2 hours consists 178 respondents and in upto one hour falls 261 respondents of P.G. Students at a major level. The gender wise data also supports the same fact.

While analysing the category of faculty members, the voracious readers of the library are about 22 who spend upto 6 hours in libraries everyday. It is followed by 33 members who spend upto 4 hours in collecting their information from library. The maximum number of 109 respondents falls in the timing of upto 1 hour. It is deduced that about 06 from this category and 09 from P.G. Students do not visit any time to library for any purpose. The data in the above table lights on the fact that the number of users decreases while analysing the increased time of using the library.

The chi square analysis results the p value at 0.001 which is found significant. It is less than the table value. So the formulated null hypothesis of "There is no association between the categories of respondents and the quantum of time spent in libraries" is rejected.

The study also focuses whether the respondents make use of any computer software for their research purposes. The data in the table explains that Out of 582 P.G. Students about 380 among them are noted using computer software for their research purposes yet 202 respondents are not using any computer software. The use percentage in this category of respondents is about 77.55 percentages.

TABLE III ANALYSIS OF QUANTUM OF TIME SPENT IN LIBRARIES EVERYDAY BY THE RESPONDENTS

Category of Respondents	Gender of Respondents	Below 1 Hour	1 to 2 Hours	2 to 4 Hours	4 to 6 Hours	Never Visited Library	Total
PG Students	Male	204	109	69	34	06	422
	Female	57	69	21	10	03	160
	Total	261	178	90	44	09	582
Faculty Members	Male	91	36	27	18	06	178
	Female	18	12	06	04	0	40
	Total	109	48	33	22	06	218
Total	Overall	366	226	123	66	15	800

Chi-square	Df	P Value
41.89	12	0.001 Significant

TABLE IV ANALYSIS OF USING COMPUTER SOFTWARE BY THE RESPONDENTS FOR THEIR RESEARCH WORK

Category of Respondents	Gender of Respondents	Used		Not Used		Total	
		Respondents	%	Respondents	%	Respondents	%
PG Students	Male	272	55.51	150	48.39	422	52.75
	Female	108	22.04	52	16.77	160	20.00
	Total	380	77.55	202	65.16	582	72.75
Faculty Members	Male	88	17.96	90	29.03	178	22.25
	Female	22	4.49	18	5.81	40	5.00
	Total	110	22.45	108	34.84	218	27.25
Total	Overall	490	61.25	310	38.75	800	100

Chi-square	Df	P Value
35.58	3	0.45 not Significant

While analysing the faculty members there are about 110 respondents are found using computer software but other equal number of 108 respondents do not use any software for the research purposes. The use percentage in this category is observed less than that of P.G. Students. The overall data explains about 61.25% of respondents use software and 38.75 don't use it. The table infers that P.G Students are highly using software than faculty members. The chi square analysis explains the p value at 0.45 which is found not significant. It is more than the table value. So the formulated null hypothesis of "There is no association between the categories of respondents and the usage of computer software" is accepted.

The study explains the level of satisfaction of respondents on the ICT facilities provided by the G.B. Pant University of Agriculture and Technology. The analysis is made in 4 point scale. The category of P.G Students has exposed their satisfaction at highly satisfied point scale at the maximum response of 282. It is 73.25% out of total highly satisfied scale. Still about 162 respondents of this category are found with partially satisfied level and 110 are in the scale of just satisfied. Yet about 28 respondents feel not that much satisfied. The same kind of results is shown in the case of gender wise analysis of data in this category.

Mahesh Chandra Belwal and M.Sadik Batcha

TABLE V ANALYSIS OF THE LEVEL OF SATISFACTION OF RESPONDENTS ON THE ICT FACILITIES PROVIDED IN THE G.B. PANT UNIVERSITY OF AGRICULTURE AND TECHNOLOGY

Category of Respondents	Gender of Respon-dents	Highly Satisfied	Partially Satisfied	Just Satisfied	Not Satisfied	Total
PG Students	Male	232 (60.26)	90 (40.17)	82 (52.91)	18 (50.00)	422 (52.75)
	Female	50 (12.99)	72 (32.14)	28 (18.06)	10 (27.77)	160 (20.00)
	Total	282 (73.25)	162 (72.32)	110 (70.97)	28 (77.77)	582 (72.75)
Faculty Members	Male	88 (22.86)	50 (22.32)	35 (22.58)	5 (13.89)	178 (22.25)
	Female	15 (3.90)	12 (5.36)	10 (6.45)	3 (8.33)	40 (5.00)
	Total	103 (26.75)	62 (27.68)	45 (29.03)	8 (22.22)	218 (27.25)
Total	Overall	385 (48.13)	224 (28.00)	155 (19.36)	36 (4.50)	800

Chi-square	Df	P Value
41.89	9	0.001 Significant

Whereas the analysis of faculty members brings out the result that out of 218 respondents about fifty percent i.e. 103 of them are found highly satisfied and about 28% of respondents fall in partially satisfied point scale. Only 8 respondents are noted to be unsatisfied level. So the study infers the fact that the majority of respondents are quite satisfied at the percent of 48.13 and about 224 are observed partially satisfied at the percent of 28.00 yet 4.50% of users respondents feel dissatisfied. The steps should be taken to maximize the satisfaction level among the users. The chi square analysis results the p value at 0.001 which is found significant. It is less than the table value. Therefore the formulated null hypothesis of "There is no association between the categories of respondents and the level of satisfaction on the ICT facilities provided in libraries" is rejected.

VIII. CONCLUSION

The study has brought out the important findings that the PG Students and Faculty members of G.B.Pant University of Agriculture and Technology, Pantnagar, Uttarakhand, India highly use Computer software, Visiting other libraries and make use of library at a maximum level for their academic purposes and in result it has made high impact on the information seeking behaviour on par with the changing ICT environment.

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