

# Information Seeking Behavior of the Post Graduate Students at KLE Society's S.Nijalingappa College, Bengaluru: A Survey

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**Abstract** - In the information age it is necessary to find out the proper search patterns or search engines to get required information. The present study has made an attempt to find out the information seeking behavior of post graduate students at KLE's S Nijalingappa college, Bangalore. The study also reveals the various aspects of respondents, such as frequency & purpose of visit to library, information seeking behavior of respondents, problems faced, and their opinion of satisfactions. **Keywords:** S Nijalingappa college, Library sources and services, Electronic Resources, Reference service, OPAC.

## I. INTRODUCTION

Any academic institution such as University, Colleges is depended on its library to access and use sources and services. Library act as integral part of higher education and its main aim is to fulfill the information requirements of the students, teaching faculty, administrative staff of that parent institution. Library is a treasure house of information sources and through that it provides services to users. Information is a back bone for any education institutions and those institutions depends on their library collections and services. Finding information in any library it is necessary to have a knowledge about manual search engines such as shelf list/ rack index, catalogue etc.,. Present study made an attempt to find out the seeking behavior of students at KLE's S Nijalingappa college.

The K.L.E Society's S. Nijalingappa College library came into existence in 1963 and the library shifted to the independent building on 2004. In the midst of its excellent setup of academic activities, the library acts as a nerve center catering to the needs of the students and faculty members of the various department of the college. The K.L.E Society's S. Nijalingappa College library has been shaped as a centre of excellence for academic pursuits, keeping it open to the changes brought about by information Technology. To fulfill the vision and Mission of our institution, beautiful library was established with initial collection of 300 books and now it is rich with more than 1,13,450 and unique titles of 25,650. The library is completely automated with the Lybarcode Automation Software. To broaden and enrich the students quality in gaining relevant knowledge, our library is providing more than 65 regional and national and International journals in Course related areas[1].

## II. LITERATURE REVIEW

Fatima, Nishat & Ahmad, Naved [2] The study investigateates the sources of information used by students studying unani medicine at Ajmal Khan Tibbiya College for their academic work, the extent to which they are aware and use the library resources, the assistance they receive in using the library resources. Lakshmi Sankari R, Chinnasamy K and Venkatachalam[3]. The study attempts to study the information seeking behaviour of users in V.M.K.V. Engineering College Library, Salem. This study examines several aspects of library use, including frequency of visiting the library, satisfaction with the opening hours of the library, library collection and user satisfaction from library services. Saikia and Gohain, [4] revealed that students and research scholars are highly satisfied with the collection of online journals and use these online journals both for academic and research purpose. ICT application in library services is also providing opportunities to users to access and utilize both library online resources and services effectively.

Sohail *et al*, [5] studied the use of library resources by the students of University of Kalyani. Authors found that guidance in the use of library resources and services was necessary to help students to meet their information needs. Ranganathan and Babu [6] studied the awareness and use of library resources and services at Osmania University, Hyderabad. Author studied that the adequacy of library resources, opinion on e-resources or print sources, reasons for using e-resources, satisfaction on sources of information provision.

Tyagi S, [7] here an attempt has been made to interpret and analyze the "Use of Information Resources and Services at Delhi Public Library (DPL): A survey" with the primary objectives of studying pattern of use of library services and the way of use of information sources. Rahiman and Tamizhchelvan, [8] investigated the information need, use of information channels, information seeking process and information seeking behavior of the students of engineering colleges affiliated to Anna University. Authors also investigated the sufficiency of the library resources and the levels of satisfaction on library services.

### III. OBJECTIVES OF THE STUDY

The specific objectives of the study are:

1. To know the users frequency and purpose of visit to library.
2. To find out type of library sources and services used by the PG students.
3. Why they required information / seeking information from library.
4. What are the sources they are using to find information
5. To find out the problems faced by users while accessing the library sources and services.
6. To know the satisfaction level of PG students of S. Nijalingappa College, Bangalore.

### IV. METHODOLOGY

Structured questionnaire was designed and randomly distributed to collect the data from Post Graduate students of the KLE society S. Nijalingappa College, Bengaluru. The number of questionnaires distributed among the users was 160 and questionnaires were returned by the users with the overall response rate being 100%. The collected data were analyzed, tabulated interpreted systematically according to objectives.

### V. ANALYSIS AND INTERPRETATION OF DATA

The information given by Post Graduation students is systematically analyzed and presented in the successive paragraphs.

Table 1 shows department wise distribution of questionnaires among respondents. It is clear from the table that, commerce students 58(36.25%) have highest percentage, followed by this chemistry 46(28.75), mathematics 32(20.00), and physics 24(15.00).

TABLE 1 DEPARTMENT WISE DISTRIBUTION OF RESPONDENTS

S.No.	Departments	No. of respondents	Percentage
1	Mathematics	32	20.00
2	Physics	24	15.00
3	Chemistry	46	28.75
4	Commerce	58	36.25
Total		160	100

Table 2 indicates gender wise distribution of respondents. Among 160 respondents surveyed, 84 (52.5%) respondents are female and 76(47.5%) respondents are male. In the above table female are more as compare to the male respondents.

TABLE 2 GENDER-WISE DISTRIBUTION OF RESPONDENTS

Gender	Frequency	Percent
Male	76	47.5
Female	84	52.5
Total	160	100

Table 3 shows the frequency of visit to library by the PG students. In the below table it is found that majority 65(40.62%) of respondents visit library 'daily', whereas 39(24.37%) respondents stated 'weekly', 32(5.88%) of respondents visit library 'monthly' and less number of respondents visit library 'occasionally'.

TABLE 3 FREQUENCY OF VISIT TO LIBRARY

Frequency of Use	No. of Respondents	Percent
Daily	65	40.62
Weekly	39	24.37
Monthly	32	20.00
Occasionally	24	15.00
Total	160	100

Library as integral part of any educational institution and it is also important to support its academic as well as research purpose of its institutions and users. Table 4 shows the various purpose of using the library by the respondents. About 76(89.41%) of respondent use library for the purpose of 'getting book issue/ return' followed by, 58(68.23%) of users 'To read books', 55(64.70%) of respondents 'To browse internet', 54(63.52) of 'To read newspaper/ magazines', less number of respondents 36(42.35%) use the library 'To use online/ electronic resources'

TABLE 4 PURPOSE OF VISITING THE LIBRARY

S.No.	Variables	No. of Respondents	Percentage
1	Getting Book Issue/Return	76	47.5
2	To Read books	58	36.25
3	To Write Assignment	43	26.87
4	To Read Newspapers/ magazines	54	33.75
5	To Refer Journals	46	28.75
6	To Use Online/Electronic Resources	36	22.5
7	For Internet Browsing	55	34.37

Table 5 depicts use of different types of information sources and services by the post graduate students. It is found from the study that there is a marked preference for general books 132(82.5%) of respondents, followed by, 94(58.75%) of users use periodicals, 88(55.00) of students use project reports, whereas 86(53.75%) of users use reference books, 62(38.75%) of users use newspapers.

In the part of library services, it is clear from the above table that library providing good services to their users such services helps to their overall development. It is found from the table that 92(57.5) users use book-bank services, whereas 88(55.00) respondents use CDS, 77(48.12) users aware about SDI service.

It is indicated from the Table 6 that, there are various reasons for seeking information from library. The preferred number of respondents 78(48.75) stated that they seeking the information to keep up to date for their career development secondly 72(45.00) of respondents use to write an assignment/ research papers, 66(41.25) of respondents seek information for their career development, 54(33.75) of respondents stated to solve immediate practical problem

TABLE 5 USE OF INFORMATION SOURCES AND SERVICES PROVIDED BY LIBRARY

S.No.	Variables	No. of Respondents	Percentage
1	General Books	132	82.5
2	Reference Books	86	53.75
3	Periodical/ Journals	94	58.75
4	Electronic Journals	77	48.12
5	Project Reports	88	55.00
6	News Papers	62	38.75
7	Book bank service	92	57.5
8	Current awareness service	88	55.00
9	Selective dissemination of information (SDI)	62	38.75
10	Reprographic services	77	48.12

TABLE 6 PURPOSE OF SEEKING LIBRARY INFORMATION

S. No	Purposes	Rank				Total
		1	2	3	4	
1	For career Development	66 (41.25)	44 (27.5)	32 (20)	18 (11.25)	160 (100)
2	To solve immediate practical problem	54 (33.75)	69 (43.12)	37 (23.12)	-	160 (100)
3	To keep up to date	78 (48.75)	43 (26.87)	29 (18.12)	10 (6.25)	160 (160)
4	To write an assignment/research paper/project report	72 (45.00)	38 (23.75)	27 (16.87)	23 (14.37)	160 (100)

Finding the information in vast collection is difficult task in case of library it maybe small or big it requires some of the manual search engines such as shelf list, catalogue/ OPAC or else assistance of library staff. Table 7 shows that

majority of respondents 70(43.75%) stated they locate their required information by self-search, followed by 56(35.00) users get library staff assistance, less number of users 34(21.25) use catalogue/ OPAC.

TABLE 7 USED TO LOCATE THE REQUIRED INFORMATION/DOCUMENTS SEARCH PATTERN

Sl. No.	Information search pattern	Total	Percentage
1	Shelf search	70	43.75
2	Catalogue/ opac	34	21.25
3	Library staff	56	35.00
Total		160	100

In Table 8 shows that the problem faced by the users while access and using the library sources and services. It is found that the majority of respondents facing problem because of lack of time 84(52.5%), secondly Inadequate of Recent Publications and Current Core Journals 44(27.5%),

Improper Arrangements of Books 41(25.62%). It is clear from the above table library providing systemic services to their users. Because of lack time some of the students are not able to use the sources and services.

TABLE 8 PROBLEM FACED BY RESPONDENTS

S.No.	Problems	No. of Respondents	Percentage
1	Lack of time	84	52.5
2	Inadequate of Recent Publications and Current Core Journals	44	27.5
3	Difficulties in Locating the Needed Materials	35	21.87
4	Lack of Awareness about Library Services and Improper Guidance about use of Library Resources and Services	32	20.00
5	Improper Arrangements of Books	41	25.62
6	Incompetent and Unqualified Staff	26	16.25

Table 9 depicts satisfaction level of respondents. About 76(47.5%) of respondents stated that they are 'satisfied' with present library sources and services provided to them, whereas 54(33.75%) of users 'highly satisfied', 24(15.00%) of respondent mentioned that 'partially satisfied', and it is clear from the above table that less 6(3.75%) of respondents stated 'dissatisfied' with present services.

TABLE 9 LEVEL OF SATISFACTION BY RESPONDENTS WITH LIBRARY RESOURCES AND SERVICES

Satisfaction Level	No. of respondents	Percentage
Highly satisfied	54	33.75
Satisfied	76	47.5
Partially satisfied	24	15.00
Dissatisfied	6	3.75
Total	160	100

## VI. FINDINGS OF THE STUDY

The study reveals that female respondents use more library services as compare to male respondents. Also majority of respondents visit library 'daily', and also respondents stated they use library for their various purposes such as issue/return of books, to read general books and newspapers and other reasons. It is also clear from the present study a preferred number of respondents seeking information to keep up to date, for their career development and also mentioned that majority of respondents are 'satisfied' from the present library sources and services provided by the library.

## VII. CONCLUSION

Information sources are important to academic and for research purpose, and it is also important to provide information services to users in right time. The educational institution gives important to its library because it is a key source to provide information sources and services to faculty members, students, and other communities of that institution. The aim of present study is to find out the awareness and usage of library sources and services by the post graduate students of KLE society S. Nijalingappacollege, Bengaluru. The study also attempted to observe the frequency of use of its resources and services. There are so many information sources are there but users are not aware of these sources and services.

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