

# Information Seeking Behavior among the PG Students of Goa University, Goa: A Case Study

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**Abstract** - This paper is discussing the various attitudes and behavior to seek information through library and information Services in Goa University, Goa. In technological modern era, this research is helpful to user to keep themselves updated and to provide the detail study and information regarding how many innovative services like library software, classification and cataloguing schemes, are used in library. It also indicates a detailed study on which types of information sources are available in library, which information services are provided and with the access of internet, user can get various information as per their requirements. Further, it's showing details study which policy is adopted to attract the more users.

**Keywords:** Information Seeking Behavior, Information Needs

## I. INTRODUCTION

Information seeking behavior refers to the way people search for and utilize information. In 2000, Wilson described information behavior as the totality of human behavior in relation to sources and channels of information, including both active and passive information-seeking, and information use. He described information seeking behaviour as purposive seeking of information as a consequence of a need to satisfy some goal. Information seeking behaviour is the micro-level of behaviour employed by the searcher in interacting with information systems of all kinds, be it between the seeker and the system, or the pure method of creating and following up on a search.

Information is considered as an important resource that contributes towards the development of a nation. It provides the core for the development of knowledge, the basis for innovations, the resources for informed citizenry, and as a result, becomes a key commodity for the progress of a society. Acknowledging the significance of information in national development, Wasserman noted that "it is not an accident that the developed nations are those in which information products and services have been brought into being and are widely exploited, first in conventional forms and later through computer intervention". Members of a society acquire the needed information from a variety of sources. However, several of these sources are expensive, complex or difficult for individuals to acquire and use. Therefore, the role of libraries becomes vital in meeting the information needs of individuals in the society. Libraries develop their collections, facilities and services to meet the information needs of their patrons. However, in order to

accomplish this task effectively, libraries must have a thorough understanding of the information needs and information seeking behaviour of their users.

### A. About Goa University

Goa University was established under the Goa University Act of 1984 (Act No. 7 of 1984) and commenced operations on 1 June 1985. The university provides higher education in the Indian state of Goa. (Haldankar, 2017) It is located on Taleigao Plateau overlooking Zuari estuary on a picturesque campus spread over 427.49 acres with state-of-the art infrastructure such as faculty blocks, administrative building, library, sports facilities, student hostels, bank, post-office, staff quarters, etc. A campus-wide Internet connectivity with strong bandwidth is available for all 24 hours a day.

The University took over the enhanced role of Centre of Post-Graduate Instruction and Research (CPIR) which was set after the liberation of Goa by India in December 1961, by the University of Bombay (now Mumbai), in June 1962. Since 1985 Goa University offers graduate and post-graduate studies and research programmes. It is currently (2014-19) accredited to the National Assessment and Accreditation Council (NAAC) in India with A+ Grade. The National Institutional Ranking Facility (NIRF) (an organ of Ministry of Human Resources and Development, Govt. of India) in its second cycle of ranking Indian Higher Educational Institutions in the year 2017, ranked Goa University at 64th rank among 3000+ institutions that participated from India.

Over the past 30 years, the University has steadily expanded its reach, both in terms of the number of affiliated colleges - professional and general education numbering to 56, as well as the diversity of courses offered. These colleges offer various courses leading to a degree at graduate, post-graduate level. 12 of them are also recognized as research centres to offer Ph.D. programs. The University has 26 Departments and 2 Centres offering 33 programs leading to Masters Degree, 21 programmes leading to M.Phil. Degree and 25 programs leading to Ph.D. degree in various disciplines. In addition, 9 research institutions in various disciplines situated in the state of Goa are also recognised for research programmes leading to Ph.D. degree by the University.

## II. OBJECTIVES OF STUDY

The objectives of the study are as follow

1. To identify the information needs of PG students Goa University.
2. To know the awareness the library resources and Services in the Goa University.
3. To study the Purpose of information seeking of PG students.
4. To investigate the information seeking behavior of PG students.
5. To determine the methods used by PG Students for seeking information.

## III. REVIEW OF LITERATURE

Singh (2013) examined the use of collections and services at Dr B.R. Ambedkar NIT Central Library, Jalandhar. Well-structured 196 questionnaires were distributed among NIT Central Library users during the academic session 2010-11, to find out information seeking behaviour of the users. Out of them, 178 filled questionnaires were received, and 170 (95.51 %) were found fit for analysis. This study demonstrates and elaborates various aspects of the use of collections and services, purpose of visit to the library by the user, adequacy of library hours, infrastructure facilities and use of internet information resources.

The paper also identifies the levels of use of various services provided, access of online database services, database search techniques, and users' awareness about different types of library network. It highlights satisfaction with overall functioning of the library. Suggestions have been given to make the collections and services more beneficial for the academic community of the technical institutes.

## IV. METHODOLOGY

Questionnaire was used in this study. Accordingly the questionnaires were administered to the users of the library and responses of the users were solicited. A total of 250 questionnaires were distributed to the PG students of Goa university, Goa. Out of which 40 questionnaire were rejected due to incomplete information and 210 questionnaires taken into account for the study.

### A. Data A

TABLE I GENDER WISE DISTRIBUTION

Gender	Respondent	Percentage
Male	127	60.47
Female	83	39.52

Table I shows the gender wise response of Goa University PG Students respondents out of that 127 (60.47%) are Male and 83 (39.52%) female respondents of Goa University, Goa.

TABLE II FREQUENCY OF LIBRARY VISIT

Frequency of Library Visit	Respondent	Percentage
Daily	82	39.04
Once in a week	64	30.47
Twice in a week	40	19.04
Several times in a month	10	04.76
Occasionally	04	01.90

Frequency of visit to library depends upon the factors like necessity of the information, availability of the information etc. Table II observed that 39.04% of the respondents visited the library daily, 30.47% once in a week, 19.04% twice in a week, 04.76% Several times in a month and the remaining of 01.90% occasionally. This study found that most of the respondents (39.04%) visiting their library regularly.

TABLE III PURPOSE OF LIBRARY VISIT

Purpose	Respondents	Percentage
To study	96	45.71
Research purpose	20	09.52
Borrowing the books	28	13.33
Using e- resources	50	23.80
Periodicals	16	07.61
Total	210	100.00

TABLE IV USE OF INFORMATION SOURCES

Sources	No of Respondents	Percentage
Newspapers	191	90.95
Periodicals	124	73.33
Year book(s)	85	40.47
General books	60	28.57
Textbooks	185	88.09
Dictionaries	77	36.66
Encyclopedias	50	23.80
Conference proceedings	21	10.00
Theses/Dissertations	36	17.14
Internet Sources	156	74.28
CD-ROM Databases	42	20.00
Online- Journals/ Databases/Archive	135	64.28
Any other ( Please mention)	10	4.76

Information sources may be grouped differently by different authors. Table IV shows that majority of the respondents used information sources were as newspapers 90.95%, were as periodicals 73.33, Goa university PG students are using information Source of textbooks were as 88.09 followed by internet resources are 74.28% rest of the information sources are presented in the table.

TABLE V LOCATE THE REQUIRED INFORMATION SEARCH PATTERN

Search Pattern	Respondent	Percentage
Searching shelf	27	12.85
Catalogue/ OPAC	113	53.80
Library Staff	70	33.33
Total	210	100.00

Libraries are having huge collections of books, periodicals, e-resources etc. Finding a particular item of information from these vast collections is not an easy task. There are various ways to find a document or an item of information from the library. This table indicates that most of the respondents searched the information/documents Shelf search 12.85, were as Catalogue/OPAC search 53.80% and by help of the library staff 33.33%.

TABLE VI PURPOSE OF INFORMATION SEEKING

Purpose	Respondent	percentage
Study Purpose	156	74.28
General Awareness	105	50.00
Preparing answer to questions	186	88.57
Prepare the notes	142	67.61
Discussions	52	24.76
Thinking Purpose	96	45.71

Table VI shows that majority of students use preparing answer to questions are 88.57%, followed by study purpose is 74.28%, were as to prepare the notes are 67.61%. Followed by general awareness are 50.00%. Other details are presented in the table.

TABLE VII PREFERENCE FOR FORMATS

Format	Respondents	Percentage
Print	205	97.61
Electronic	187	89.04
Both	93	44.28

Table VII shows the preference for formats for the information seeking in the Goa University PG Students respondents out of that 205 (97.61%) are using print resources. Were as 187 (89.04%) respondents are using electronic resources, followed by 93 (44.28%) respondents are using both the resources in the Goa University, Goa.

TABLE VIII METHOD OF SEEKING CURRENT INFORMATION

Method	Respondents	Percentages
Current issues of journals	98	46.66
CAS/SDI	106	50.47
Personal communication	85	40.47
Seminars/ conferences	23	10.95
Internet	141	67.14

Table VIII indicate that the method of seeking of current information in the Goa university PG Students out of that 141 (67.14%) respondents are using a method of seeking current information by the Internet. Followed by 106 (50.47%) are using CAS/SDI service in the library. Were as, 98 (46.66%) respondents are using method of Current issues of journals, followed by 85 (40.47%) respondents are using method of personal communication. Other means method is shown in the table.

TABLE IX DIFFICULTIES AND PROBLEMS IN LIBRARIES SERVICE

Problem in library Services	Respondent	Percentage
Material is not available on the shelf	52	24.76
Outdated reading materials	35	16.66
Lack of awareness of the availability of material	57	27.14
Shortage of latest journals	85	40.47
Information sources are so far located	40	19.04

Table IX shows the problems and difficulties in library services in Goa University, Goa. Were as 40.47% respondents are facing difficulties as shortage of latest journals, followed by 27.14% respondents are facing problem as a lack of awareness of the availability of materials, were as 24.76% respondents are facing difficulties as a material is not available on the shelf, followed by 19.04% respondents facing problems as a information sources are so far located, were as 16.66% students are facing difficulties in library services as outdated reading materials.

TABLE X IMPACT OF ICT ON INFORMATION SEEKING

Impact	Respondents	Percentage
Yes	156	74.28
No	54	25.72

Table X shows that the impact of ICT on information seeking of library users in Goa University, Goa. Were as 74.28% respondents are aware of impact of ICT on information seeking are aware in the university, where as 25.72% respondents are not aware

TABLE XI SATISFACTION WITH PRESENT LIBRARY SERVICES BY USERS

Satisfaction Level	Students	Percentage
Satisfied	202	96.19
Dissatisfied	08	03.81

Table XI shows that the satisfaction level of the library users are 96.19% and dissatisfaction level is very low 03.81%.

## V. FINDINGS

1. Genderwise visit study implies more male students visited library than female students.
2. Most of the students visit library for study purpose.
3. Most of the students visit daily
4. Students prefer books and journals.
5. Print media is preferred over non print media.
6. Internet was the source for accessing information.
7. Study showed that there is shortage of journals.
8. Students are satisfied with library services.

## VI. SUGGESTIONS

Information literacy programs or library orientation programs are to be conducted to make library more user friendly

## VII. CONCLUSION

This study shows that IT based library services are being less utilized compared with print sources by the Users. Users use a variety of information sources for their Study. Books and Periodicals are considered mostly. Goa University Library play a effective role in meeting students' information needs, they also prefer to consult library first. It

was also noted that there was little awareness of e-resources available in library.

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