



Information Seeking Behaviour of The Faculty members of Charotar University of Science and Technology: A Study

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Abstract: *This article is made to determine the need and use of information pattern by among the faculty members of Charotar University of Science and Technology. According to Davidson and Lingam (1997), the understanding of information needs and information-seeking behavior of various professional groups is essential as it helps in the planning, implementation and operation of information system and services in the given work settings. With this broad theme in mind, this study was conducted with a sampling population of 100 faculty members of Charotar University of science and Technology with a specific purpose to trace out their information needs and information seeking behavior. A structured questionnaire was used as a data gathering tool. The findings of the study revealed that: 26% of the respondents use the internet of web pages and 24% of the respondents use the on line e-resources to get information; 22% of the respondents are using the internet daily in the library; 40% of the respondents use Google, 22% of the respondents use Yahoo and Alta vista and 16% of the respondents use other search engines; 24% of the respondents use OPAC (library catalogue) and 38% of the respondents use the book reviews to trace the relevant documents available; 40% of the respondents make use of keyword search, 22% of the respondents use 'Title search', 28% of the respondents use "author search" and 10% of the respondents make use of 'subject search' as their mechanisms; 30% of the respondents each feel 'lack of time due to abundant literature' and 'Inadequate resources /library online resources' are the main reasons for getting the required information belated; 48 % of the respondents make use of the internet facility at University library; 28 respondents are very fluent in using the e-resources available in the library and 42 of them are good in using such resources.*

Keywords: *Information needs, information behavior, information seeking, search engines, internet, place of access, e-resources, source of reference*

I. INTRODUCTION

CONCEPT OF INFORMATION SEEKING BEHAVIOUR MODEL & ITS COMPONENT:

A. Information need:

Information need is often understood in information science as evolving from a vague awareness of something missing and as culminating in locating information that contributes to understanding and meaning (Kuhlthau, 1993). Information need is described as an anomalous state of knowledge (Belkin et al, 1982) or a gap in individual's knowledge in sense-making situations (Drevin & Nilan 1986). Wilson points out that there must be an attendant motive when a person experiences an information need (Wilson 1997). Line (1974) defined that information need is what an individual ought to have for his work, his edification, his creation etc.

B. Information behavior:

Information behavior can be defined by the general model of information behavior developed by Wilson (Wilson 1997). According to Wilson, a general model of information behavior needs to include at least the following three elements:

- An information need and its drivers, i.e., the factors that give rise to an individual's perception of need;
- The factors that affect the individual's response to the perception of need; and
- The processes or actions involved in that response."

Taylor (1991) defines information behavior as the product of certain elements of the information use environment the elements are:-

- The assumptions formally learned or not, made by a defined set of people concerning the nature of their work.
- The kinds and structure of the problems deemed important and typical by this set of people.
- The constraints and opportunities of typical environments within which any group or subgroup of this set of people operates and works.
- The conscious, and perhaps unconscious, assumptions made as to what constitutes a solution, or better said, a resolution of problems, and what makes information useful and valuable in their contexts.
- Based on the definition he believes that the information behavior of different groups of people also is different.



C. Information Seeking Behaviour

Information seeking is a basic activity indulged in by all people and manifested through a particular way of behavior. It is also an aspect of scholarly work most interesting to academic librarians who strive to develop collections, services, and organizational structures that facilitate seeking of information (Wiberley, 1989). Information seeking behavior is a broad term which involves a set of actions that an individual takes to express information needs, seek information, evaluate and select information, and finally uses this information to satisfy his/her information needs. Various factors may determine the information seeking behavior of an individual or a group of individuals. It is, therefore, desirable to understand the purpose for which information is required, the environment in which the user operates, users' skills in identifying the needed information, channels and sources preferred for acquiring information, and barriers to information. Information seeking behavior that results from recognition of some need (Wilson, 1981) is defined by Kriekelas (1983, p. 6-7) as any activity of an individual that is undertaken to identify a perceived that the current state of possessed knowledge is less than that needed to deal with some issue (or problem)".

II. CHAROTAR UNIVERSITY OF SCIENCE AND TECHNOLOGY (CHARUSAT): A PROFILE

Charotar University of Science and Technology formed under Gujarat State Act No.8 of 2009, Government of Gujarat. Degrees Approved under Section 22 of UGC Act 1956. Offers 51 Programmes in Engineering, Pharmacy, Computer Application, Management, Applied Sciences, Nursing and Physiotherapy. Enhanced Library with more than 48000 books, 400 magazines, 15000 Journals, 1600 E-journals and 3500 educational CDs with E-library

III. OBJECTIVES OF THE STUDY

- To identify the information need of surveyed respondents.
- To find out the frequency of library visit by the surveyed respondents.
- To identify the channels of information used by the respondents.
- To identify the use behavior pattern of surveyed respondents.
- To identify the level of experience in the internet usage among the surveyed respondents.
- To identify the mechanism of collection of information sources available in the library.
- To find out the mode of accessing the information services provided by the library
- To find out the satisfaction level with regard to quality of e-resources available from the surveyed respondents.

IV. SELECTION OF SAMPLE

For the selection of sample, a stratified random sampling method was used. 100 respondents were selected giving equal weightage to all institutions of Charotar University of Science and Technology for this study in the library.

V. COLLECTION OF DATA

A structured questionnaire was designed keeping in view the objectives of the study.

VI. CONTENTS OF THE QUESTIONNAIRE:

Questionnaire is divided into two sections. The first section contains the questions relating to the background information of the respondents. It includes questions about the course of study and the department of the respondent. It also includes questions about the frequency and purpose of visiting the library and total hours spent on an average per week in the library. The second section contains questions relating to satisfaction of users with regard to services and facilities provided by the library. It includes questions relating to their satisfaction on library collection, frequency of internet use, frequently used search engines, quality of e-resources available, tools used to locate information, searching strategies used in browsing and reasons for getting the information belated.

VII. DESIGN OF THE QUESTIONNAIRE

Pilot study on a group of 20 persons was conducted before proceeding with actual work. The questions were prepared in a very simple language so that the users could understand them easily and fill up them within 20 minutes. The questions were of the type of specific information questions which call for a specific item of information or questions with "Yes" or "No" answers or multiple answers.

**VIII. ANALYSIS AND INTERPRETATION OF DATA****Table -1 Respondents based on Genders**

Gender	Frequency	Percentage
Male	62	62
Female	38	38
Total	100	100

The above Table No.1 shows the gender-wise distribution of the respondents. 62% are male Respondents and 38% are female respondents. The above table shows that male respondents are more than the female respondents in the study.

Table-2 Types of documents used for reference

Sr No.	Types of resources	No. of Respondents	Percentage
1	Text books	22	22
2	Journals	24	24
3	Web Pages	26	26
4	Online E-resources	24	24
5	Others	4	4
Total		100	100

It is being noticed from the above table that 22% of the respondents have learnt to use the textbooks as their source of reference, 24% of the respondents have learnt to use the journals, 26% of the respondents have learned to use the internet of web pages and 24% of the respondents have learnt to use the online e-resources.

Table-3 Frequency of using the internet

	Internet	No. of Respondents	Percentage
1	Daily	22	22
2	At least once a week	38	38
3	At least once a fortnight	14	14
4	At least once a month	10	10
5	Others	16	16
Total		100	100

It is clear from the above that 22% of the respondents are using the internet daily in the library, 38% of the respondents using the internet at least once a week in the library, 14% of the respondents using the internet at least once in a fortnight in a library and 10% of the respondents use the internet at least once a month in the library.

Table-4 Frequently used search engines

Sr No.	Search Engine	No. of Respondents	Percentage
1	Google.com	40	40
2	Yahoo.com	22	22
3	Alta Vista	22	22
4	Any Other	16	16
Total		100	100

From the above table, it is identified that 40% of the respondents use Google, 22% of the respondents use Yahoo and Alta vista and 16% of the respondents use other search engines.

Table-5 Tool used to identify the existence of relevant documents

Sr No.	Tool Using Access	No. of Respondents	Percentage
1	OPAC	24	24
2	Book Reviews	38	38
3	Bibliographies Produced by library staff	20	20
4	Others	18	18
Total		100	100

From the above table, it is inferred that 24% of the respondents use OPAC (library catalogue), 38% of the respondents use the book reviews, 20% of the respondents use the bibliographies provided by the library staff and 18% of the respondents use other kind of tools to trace the relevant documents available in the library.

Table-6 Search Strategies to access Information

Sr No.	Search Options	No. of Respondents	Percentage
1	Keyword Search	40	40
2	Title Search	22	22
3	Author Search	28	28
4	Subject Search	10	10
Total		100	100

From the above table, it is evident that 40% of the respondents make use of keyword search, 22% of the respondents use ‘Title search’, 28% of the respondents use “author search” and 10% of the respondents make use of ‘subject search’ as their mechanisms while accessing the required information.

Table-7 Delay for getting the required Information

Sr No.	Reason for Dealay	No. of Respondents	Percentage
1	Lack of time due to abundant	30	30
2	Inadequate resources in library	30	30
3	Heavy work load	14	14
4	Lack of access to library	26	26
Total		100	100

From the above table, it is transparent that 30% of the respondents each feel ‘lack of time due to abundant literature’ and ‘Inadequate resources in library’ are the main reasons forgetting the required information belated. 14% of the respondents opined that ‘Workload’ is the main reason but 26 of the respondents opined that ‘lack of access to library or not able to get the needed information in time in the library.

Table-8 Place of accessing the facility of Internet

Sr No.	Use the facility of Internet	No. of Respondents	Percentage
1	University Library	48	48
2	Computer Centre	16	16
3	Internet Cafe	12	12
4	Home	10	10
5	Any Other	14	14
Total		100	100

Table 9 depicts that while 48 % of the respondents make use of the internet facility at University library, 16 % of the respondents use internet at Computer centre. While Internet café is the place of accessing internet for 12 % of the respondents, it is their home for 10% of the respondents. Thus, the most favoured place for accessing internet facility is university library.

Table-9 Ability to use the electronic resources

Sr No.	Ability to Use The Electronic resources	No. of Respondents	Percentage
1	Very Good	16	16
2	Good	42	42
3	Fair	28	28
4	Bad	6	6
5	Very Bad	8	8
Total		100	100

From the above table, it is noticed that 16 faculty are fluent in using the e-resources available in the library. While 42 of them are good in using such resources, 28 of them are fair too. Only 8 of them are not fair in their ability to use the available electronic resources.

IX. FINDINGS

- 22% of the respondents have learned to use the textbooks as their source of reference, 24% of the respondents have learned to use the journals, 26% of the respondents have learned to use the internet of web pages and 24% of the respondents have learned to use the on line e-resources.
- 22% of the respondents are using the internet daily in the library, 38% of the respondents using the internet at least once a week in the library, 14% of the respondents using the internet at least once in a fortnight in a library and 10% of the respondents use the internet at least once a month in the library.
- 40% of the respondents use Google, 22% of the respondents use Yahoo and Alta vista and 16% of the respondents use other search engines.
- 24% of the respondents use OPAC (library catalogue), 38% of the respondent’s use the book reviews, 20% of the respondents use the bibliographies provided by the library staff and 18% of the respondents use other kind of tools to trace the relevant documents available in the library.
- 40% of the respondents make use of keyword search, 22% of the respondents use ‘Title search’, 28% of the respondents use “author search” and 10% of the respondents make use of ‘subject search’ as their mechanisms while accessing the required information.
- 30% of the respondents each feel ‘lack of time due to abundant literature’ and ‘Inadequate resources /library online resources’ are the main reasons for getting the required information belated. 14% of the respondents opined that ‘Workload’ is the main reason but 26 of the respondents opined that ‘lack of access to library UGC – Infonet or Textbook/Periodical section’ is a yet another cause of not able to get the needed information in time in the library.



- 48 % of the respondents make use of the internet facility at University library, 16 % of the respondents use internet at Computer centre. While Internet café is the place of accessing internet for 12 % of the respondents, it is their home for 10% of the respondents. Thus, the most favoured place for accessing internet facility is university library.
- 16faculty are fluent in using the e-resources available in the library. While 42 of them are good in using such resources, 28 of them are fair too. Only 14 % of them are not fair in their ability to use the available electronic resources.

X. SUGGESTIONS

1. All kinds of reference tools should be made available in the library.
2. The library staff may be equipped with sufficient ICT knowledge and browsing skills by the means of formal training programmes.
3. User Education programmes needed to be conducted to educate the users on
 - Use of available e-resources
 - Use of Library OPAC.

More e-journals need to be acquired through UGC-Infonet E-Journals consortium.

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