

# Asian Resonance

## Users' Attitude towards the Information Seeking behaviour in Bhagat Phool Singh Institute of Teacher Training & Research, Sonipat, Haryana (India)

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#### Abstract

Information seeking behaviour involves a set of actions to acquire knowledge for their purpose of satisfying his information needs. According to Ajiboye and Tella (2007) information is data that has been processed to be well understood and to satisfy the users' query. According to Devaraj and Kumar (2012) IT does not make learning easier, but can make it richer. IT is not a magic formula but a powerful tool with diverse applications. Information seeking behaviour is an individual's conscious effort to acquire knowledge for their purpose of satisfying his information needs. Information seeking behaviour involves personal reasons for seeking information, the kind of information which is being sought, and the ways and sources with which needed information is being sought (Jatana 2008).

**Keywords:** Information Need, Information Sources & Services, E-resources.

#### Introduction

The users may seeking the information in many ways such as consulting books, periodicals, catalogue, OPAC, abstracting and seeking information from guides and friends, gathering information from library and information centers. The main objectives of the library to fulfill the users need through document and information. The users need may be related to their Research, Education, Training and Development. Information seeking behaviour mainly concerned with users need information found, evaluated and needs can be identified and satisfied. Libraries and other information providers strive to understand users' information needs and how they try to fulfill these needs. The students and research scholars knows the important of study so that they seek the information to improve their academic carrier and reach the goal.

To make students familiar with library environment, information system, standards and its diverse collection, orientation programmes should be conducted and audio visual instructional materials should be developed. It is essential to the libraries to know about their user information seeking behaviours. According to Wright and Guy (1997) Information seeking is undertaken to identify a message that satisfied a perceived need. It is observed that, often students' information seeking behavior involves active or purposeful information as a result of the need to complete course assignment, prepare for class discussions seminars, workshops, conferences, or write final year research papers (Kalkai et al., 2004).

#### Literature Review

1. Naidu and Kumar (2015) say that maximum number of students use both the languages in accessing the information, followed by almost equal number of respondents with English. Highest usage to resources like E-books, E-lectures and E-journals. 96% are aware of the university website and it is a very good sign of the students using the information resources being made available on the university web site.
2. Krishnamurthy etc. (2015) It is found that 34.92% of the students visit the library daily. 31.75% of the student visit once in a week, 19.05% of the students visit fortnightly and 14.29% students visit occasionally. Maximum number of students i.e. 57.14% are satisfied, about 23.81%

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- of the student are satisfied and few i.e. 19.05% are not satisfied with the existing reference collection in the library.
- That most of the post graduate students (86.04%) seek information by discussing with classmate, seniors and teachers as compared to faculty (47.36%) and under graduate students (49.44%). Similarly post graduate students also seek information by discussing with librarian (46.51%). But the under graduate do not prefer (1.12%) to discuss with librarian and seeks required information by discussing with classmate, seniors and teachers (49.44%).

### Methodology

For data collection questionnaire method was adopted. One set of questionnaire were prepared and distributed it to users. Among users 270 questionnaires were distributed out of which 214 (79.26%) received back. They were 3 (60%) Ph.D. students, 8 (80%) M.Phil. students, 15 (75%) M.A. Education students, 10 (66.67%) M. Edu., 118 (84.29%) B.Ed. students and 60 (75%) D.Ed.

students. other relevant data was also collected from National / International journals, conferences etc.

### Objective of the Study

- To identify the types of resources / services preferred by users
- To identify the level of satisfaction about the library sources and services
- To know the usefulness of e-resources
- To know the problem faced by the users
- To know the role of library staff for access the information

### Analysis of the Study

The table-1 shows that the 270 questionnaires were distributed to various students of Bhagat Phool Singh Institute of Teaching Training and Research (BPSITTR) among that 214 (79.26%) questionnaires were received i.e. 60% by Ph.D. students, 80% by M.Phil. students, 66.67% by M.Edu. students, 84.29% by B.Ed. students and 75% by D.Ed. students. Whereas 70 (20.74%) not given reply positively because they were partially filled up and thus were incomplete.

**Table-1 Course –Wise Distribution of Respondents**

Course-wise distribution	Ph.D	M.Phil.	M.A. Edu.	M.Edu.	B.Ed.	D.Ed.	G.Total
No.of questionnaires distributed	5	10	20	15	140	80	270
No.of questionnaires received	3 (60%)	8(80%)	15(75%)	10(66.67%)	118(84.29%)	60(75%)	214(79.26%)

The majority of the students shows in table-2 that 56 (26.17%) of the users were visit the library 2-3 time in week, 54 (25.23%) of the users were visit the library weekly, 44 (20.56%) of the users were visit the

library daily, 40 (18.69%) of the users were visit the library monthly and only 20 (9.35%) of the users visit the library rarely.

**Table-2 Frequency of Library Visit**

Library visit	Ph.D	M.Phil.	M.A.Edu.	M.Edu.	B.Ed.	D.Ed.	G.Total
Daily	-	1	2	1	28	12	44 (20.56%)
2-3 time in week	2	3	4	4	21	22	56 (26.17%)
Weekly	1	4	5	3	23	18	54 (25.23%)
Monthly	-	-	4	2	31	3	40 (18.69%)
Rarely	-	-	-	-	15	5	20 (9.35%)
Total	3	8	15	10	118	60	214 (100%)

The main purpose of the library to satisfied the user need through information or documentation. It is observed from table-3 that 18 (8.41%) purpose of information seeking for research work, 33 (15.42%)

information seeking for writing articles, 84 (39.25%) users information seeking for study purpose and only 79 (36.92%) purpose of information seeking for preparing notes.

**Table-3 Purpose of Information Seeking**

Purpose	Ph.D	M.Phil.	M.A. Edu.	M.Edu.	B.Ed.	D.Ed.	G.Total
Research Work	3	4	2	1	5	3	18 (8.41%)
Writing Articles	-	3	6	2	15	7	33 (15.42%)
Study purpose	-	1	3	5	53	22	84 (39.25%)
Preparing Notes	-	-	4	2	45	28	79 (36.92%)
Total	3	8	15	10	118	60	214 (100%)

The table-4 shows that the mostly users using both formats (print/online) for access the information i.e. 139 (64.95%), 41 (19.16%) using print

format and 34 (15.89%) using online format for access the information.

**Table-4 Formats use for information**

Formats	Ph.D	M.Phil.	M.A. Edu.	M.Edu.	B.Ed.	D.Ed.	G.Total
Print	-	1	4	2	24	10	41 (19.16%)
Online	-	2	5	3	16	8	34 (15.89%)
Both	3	5	6	5	78	42	139 (64.95%)
Total	3	8	15	10	118	60	214 (100%)

It is observed from the analysis that 92 (42.99%) of users access the information independently, whereas 80 (37.38%) of the users

need help for access the information and 42 (19.63%) of the users individual assistant for access the information.

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**Table-5 Need Help for Access the Information**

Need help	Ph.D	M.Phil.	M.A. Edu.	M.Edu.	B.Ed.	D.Ed.	G.Total
Need help	2	5	4	3	46	20	80 (37.38%)
Search Independently	1	2	8	5	48	28	92 (42.99%)
Individual Assistant	-	1	3	2	24	12	42 (19.63%)
Total	3	8	15	10	118	60	214 (100%)

The majority shows that 148 (69.16%) of the user using English language, 40 (18.69%) of the users using Hindi language, 19 (8.88%) of the user

using Haryanavi language and only 7 (3.27%) of the users using any other languages for information seeking.

**Table-6 Languages Using for Information Seeking**

Languages	Ph.D	M.Phil.	M.A. Edu.	M.Edu.	B.Ed.	D.Ed.	G.Total
Haryanavi	-	-	2	-	15	2	19 (8.88%)
Hindi	-	2	5	3	20	10	40 (18.69%)
English	3	6	8	7	78	46	148 (69.16%)
Any other	-	-	-	-	5	2	7 (3.27%)
Total	3	8	15	10	118	60	214 (100%)

Table 7 shows that the majority of the users 111 (51.87%) of respondents use the PDF formats to access the information, 60 (28.04%) of the respondents using MS-Word format, whereas 19

(8.88%) of the respondents use HTML format and only 24 (11.21%) of the respondents using PPT format for information seeking.

**Table-7 Preference Formats to Access the Information**

Formats	Ph.D	M.Phil.	M.A. Edu.	M.Edu.	B.Ed.	D.Ed.	G.Total
HTML	-	-	1	2	10	6	19 (8.88%)
PDF	2	6	9	6	54	34	111 (51.87%)
MS-Word	1	2	4	1	40	12	60 (28.04%)
PPT	-	-	1	1	14	8	24 (11.21%)
Total	3	8	15	10	118	60	214 (100%)

The analysis of the reason for problem with seeking information by users, it was found that 49 (22.90%) user stated response that materials is not available, 28% (13.08%) users respondent that library staff is unwilling for help, 34 (15.89%) users response that information is too vast, 30 (14.02%) users

response information scattered in too many sources, 20 (9.35%) user response that lack of instruction by library staff, 38 (17.76%) of users response that lack of time and 15 (7%) of users response that incomplete information materials.

**Table-8 Problem with Seeking Information**

Problems	Ph.D	M.Phil.	M.A. Edu.	M.Edu.	B.Ed.	D.Ed.	G.Total
Materials is not available	1	1	3	2	28	14	49 (22.90%)
Library staff is unwilling for help	1	1	2	1	13	10	28 (13.08%)
Information is too vast		2	2	1	20	9	34 (15.89%)
Information scattered in too many sources	1	2	3	2	15	7	30 (14.02%)
Lack of instruction by library staff			3	1	12	4	20 (9.35%)
Lack of time		1	2	1	18	16	38 (17.76%)
Incomplete information materials		1		2	12		15(7%)
Total	3	8	15	10	118	60	214 (100%)

The analysis of data reveals that the 48 (22.43%) used library catalogue, whereas 12 (5.61%) used indexing journals for getting the information, 62 (28.97%) use reference from a book, whereas 35

(16.36%) used reference from a periodical, 45 (21.03%) used book review and 12 (5.61%) used bibliographic produced by library staff for getting the information.

**Table-9 Search Methods to Get Access the Document**

Search methods	Ph.D	M.Phil.	M.A. Edu.	M.Edu.	B.Ed.	D.Ed.	G.Total
Library catalogues	2	2	3	1	24	16	48 (22.43%)
Indexing journals	1	1	2	1	3	4	12 (5.61%)
References from a book		3	1	3	33	22	62 (28.97%)
References from a periodical article			2	3	26	4	35 (16.36%)
Book review		2	5	2	26	10	45 (21.03%)
Bibliographic produced by library staff			2		6	4	12 (5.61%)
Total	3	8	15	10	118	60	214 (100%)

Analysis was made to examine the satisfaction level of library services. The data analysis of table-10 that 86 (40.19%) of the users are fully satisfied, whereas 74 (34.58%) of the user are

satisfied, 26 (12.15%) of the users are moderately satisfied and only 28 (13.08%) of the users are dissatisfied with library services.

**Table-10 Satisfaction with Library Services**

Satisfaction	Ph.D	M.Phil.	M.A. Edu.	M.Edu.	B.Ed.	D.Ed.	G.Total
Fully satisfied	1	3	9		45	28	86 (40.19%)
Satisfied	2	4	4	8	34	22	74 (34.58%)
Moderately satisfied		1		2	23		26 (12.15%)
Dissatisfied			2		16	10	28 (13.08%)
Total	3	8	15	10	118	60	214 (100%)

Table 11 shows that the 133 (62.15%) of the users say e-resources are very use full, 15 (7%) of the users say e-resources are rarely use full, 24 (11.21%)

of the users say e-resources are no use full and only 42 (19.63%) of the users say e-resources are less use full.

**Table-11 Use Fullness of E-Resources**

Useful	Ph.D	M.Phil.	M.A. Edu.	M.Edu.	B.Ed.	D.Ed.	G.Total
Very useful	3	6	11	8	72	33	133 (62.15%)
Rarely useful	-	1			6	8	15 (7%)
No useful	-		1		18	5	24 (11.21%)
Less useful	-	1	3	2	22	14	42 (19.63%)
Total	3	8	15	10	118	60	214 (100%)

**Findings of the Study**

1. All the users were able to identify and specify their information need
2. 139 (64.95%) of the users were equally confident in both the formats, while about 15.89% used online and 19.16% used print formats
3. 148 (69.16%) of the users using English language for information access
4. 92 (42.99%) of the users search independently and 80 (37.38%) of the users need help for information seeking
5. 133 (62.15%) of the users were very use full of e-resources
6. 86 (40.19%) users were fully satisfied and 74 (34.58%) were satisfied with in present library orientation and instruction provided by the library.

**Conclusion**

This study explored the information seeking behavior of BPSITTR students. The findings indicate that the information seeking for study purpose and use of formal and informal sources of information. The mostly users using both formats (print/online) used different types of information in order to meet their requirements. Internet as well as the University libraries online resources is very useful for information, through still using the physical library for hard copy materials such as books, journals and papers. Majority of the users are fully satisfied with library services. It is also noted that e-mail is the most popular internet application, whereas other internet based services and applications are only used by a limited number of respondents. This is a matter of concern, as presently, electronic information sources and the internet are considered extremely important tools for information seeking.

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