

Information Seeking Behaviour of Engineering Students in Bhagat Phool Singh Mahila Vishwavidyalaya, Sonipat-A Case Study

Abstract

This study attempts to easy access and evaluate the information seeking behaviour and users needs. Data were collected from 204 students for department of fashion technology, department of electronic & communication engineering, department of computer science & engineering and department of basic applied & sciences for the analysis. It also indicating 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. Information technology does not make easier, but can make it richer. Information seeking behaviour is an individual's conscious effort to acquire knowledge for the purpose of satisfying his information needs.

Keywords: Information Seeking Behaviour, Information Sources, Services, Internet & E-Resources.

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Introduction

Information seeking behaviour plays a vital role in training & research. According to Ajiboye and Tella (2007) information is data that has been processed to be well understood and to satisfy the user's query. The engineering students need information to perform their task and they need various type of information. Information seeking includes many forms of behaviour as e-resources, databases, browsing, information sources, reading and studying. "The users give rise to information use and a requirement to satisfy such needs and requirements, users adopt many ways and means of accessing and searching source of information such as books, periodicals, catalogue, OPAC, abstracting and seeking information from guides and friends, geathering information library and information centres". "The main objective of a library is to satisfy the information needs of the users and to provide right information to the right user at the right time through document and information." To achieve this objective; it is must for a library to understand the library users, how they interact with the information system their purpose and pattern of search, what methods do they use for searching information their pertinent information requirements.

This information explosion and information overload gave the birth to the concept of studying and information needs and seeking behaviour of different groups of users. Qureshi (2008) the study can clouded that there are several factors that have significant effect on student's behaviour such as educational and cultural background, surrounding environment and student participation, which have high positive impact on information needs and information seeking behaviour of students. Libraries and others information provides strive to understand users' information needs and how they try to fulfill these needs. To make the users 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 essentials to the libraries to know about their user's information seeking behaviours.

Aim of the Study

1. To fund out the purpose for which they seek information
2. To identify the methods adopt to locate the desired information
3. To know the satisfaction collection, services and facilities
4. To determine and examine the information seeking behavior of users

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5. To study the problem faced by users while seeking and using information

Research Methodology

The present study has been conducted through the survey method of research. A structured questionnaire was designed and used for collecting the data. The 280 questionnaires were personally distributed to the users of the library, out of which 204 users responded to the questionnaire.

Analysis and Interoperation

Information seeking behavior of users in department of engineering and sciences, BPSMV. Questionnaires were distributed among the course-wise respondent are given in the Table-1 shows that out of 280 questionnaires were distributed among the users, out of which 204 were duly filled and returned. Thus, the total response of all categories of users is 72.86% while 27.14% did not respond.

**Table-1
Department-Wise Responses to the Questionnaires**

Courses	Deptt. of FT	Deptt. of ECE	Deptt. of CSE &IT	Deptt. of BAS	Percentage
No. of Questionnaires distributed	60	80	100	40	280
No. of Questionnaires received	42	56	78	28	204
Total	70%	70%	78%	70%	72.86%

The frequency of visit of students to the library, has been classified in to five time slots as shown in Table-2 shows the majority of users i.e. 72 (35.29%) were visiting library weekly, followed by monthly 59 (28.92%), Daily by 42 (20.58%), Quarterly by 22 (10.78%) and users 9 (4.41%) were visiting the library rarely.

**Table-2
Frequency of Visit to the Library**

Frequency	Deptt. of FT	Deptt. of ECE	Deptt. of CSE &IT	Deptt. of BAS	Total (%)
Daily	10	11	15	6	42 (20.58%)
Weekly	14	18	28	12	72 (35.29%)
Monthly	12	17	22	8	59 (28.92%)
Quarterly	4	6	10	2	22 (10.78%)
Rarely	2	4	3	-	9 (4.41%)
Total	42	56	78	28	204 (100%)

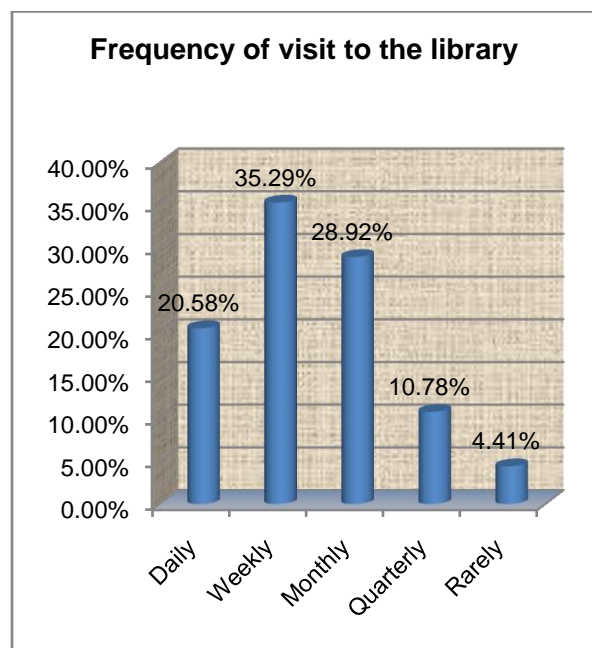


Table 3 indicates that most of the users seek information for their academic purpose i.e. 89 (43.63%) whereas 48 (23.53%) of users for current

information, 28 (13.73%) of users seek information for general awareness, and 39 (19.11%) of users seek information for Assignment / report.

**Table-3
Purpose of Information Seeking**

Purpose	Deptt. of FT	Deptt. of ECE	Deptt. of CSE &IT	Deptt. of BAS	Total (%)
Academic	22	19	36	12	89 (43.63%)
Seek current information	8	12	22	6	48 (23.53%)
General awareness	4	8	12	4	28 (13.73%)
Assignment /report	8	17	8	6	39 (19.11%)
Total	42	56	78	28	204 (100%)

Table 4 Reveals that majority of users used issue & return of the books and reading of books these found in 24.50% users, followed by the use journals & magazines 19.61% and reference service 11.76% user's use, newspapers reading 17.65% users use and any other service 1.96% users use.

**Table-4
Frequency of Using Library Services and Sources**

Services	Deptt. of FT	Deptt. of ECE	Deptt. of CSE &IT	Deptt. of BAS	Total (%)
Newspapers	13	10	5	8	36 (17.65%)
Journals & Magazines	6	12	20	2	40 (19.61%)
Reference	5	8	11	-	24 (11.76%)
Issue & Return	8	14	16	12	50 (24.51%)
Reading books	10	12	22	6	50 (24.51%)
Any other	-	-	4	-	04 (1.96%)
Total	42	56	78	28	204 (100%)

Table 5 shows that the majority of the users i.e. 117 (57.35%) discuss with teachers classmate & friends were helpful source for users, followed by 52 (25.49%) users consult with expert and 35 (17.16%) users discuss with library staff for information seeking.

Table-5
Helpful Source for Information Seeking

Helpful source	Deptt. of FT	Deptt. of ECE	Deptt. of CSE &IT	Deptt. of BAS	Total (%)
Discuss with teachers, classmates & friends	22	29	46	20	117 (57.35%)
Consult with experts	8	17	21	6	52 (25.49%)
Discussion with library staff	12	10	11	2	35 (17.16%)
Total	42	56	78	28	204 (100%)

It is observed from the analysis that 94 (46.08%) of the respondents satisfied with library atmosphere, 76 (37.25%) of the respondents excellent library atmosphere and 34 (16.67%) of the respondents not satisfied with library atmosphere.

Table-6
Opinion about Library Atmosphere

Atmosphere	Deptt. of FT	Deptt. of ECE	Deptt. of CSE &IT	Deptt. of BAS	Total (%)
Excellent	18	21	29	8	76 (37.25%)
Satisfactory	14	26	38	16	94 (46.08%)
Not satisfactory	10	9	11	4	34 (16.67%)
Total	42	56	78	28	204 (100%)

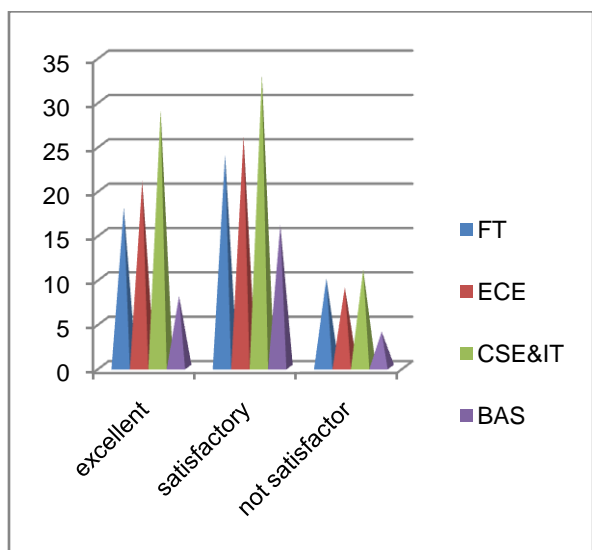


Table 7 shows that majority 164 (80.39%) of respondents access to e-resources and 40 (19.61%) of respondents not access e-resources.

Table-7
E-Resources Use for Information Seeking

Use of E-Resources	Deptt. of FT	Deptt. of ECE	Deptt. of CSE &IT	Deptt. of BAS	Total (%)
Yes	34	44	65	21	164 (80.39%)
No	8	12	13	7	40 (19.61%)
Total	42	56	78	28	204 (100%)

Table 8 shows that majority 112 (54.9%) of respondents use the e-resource in the library, 59 (28.92%) use at computer lab, 11 (5.39%) use at cafeteria, 12 (5.88%) use at home and 10 (4.91%) use e-resource at any other place

Table-8
Place To use the E-Resources for Information Seeking

Place	Deptt. of FT	Deptt. of ECE	Deptt. of CSE &IT	Deptt. of BAS	Total (%)
Library	18	36	42	16	112 (54.09%)
Computer lab	12	15	24	8	59 (28.92%)
Cafeteria	4	3	4	-	11 (5.39%)
Home	6	-	2	4	12 (5.88%)
Any other place	2	2	6	-	10 (4.91%)
Total	42	56	78	28	204 (100%)

Table 9 shows that the majority of the users 120 (58.82%) use google for information seeking 26 (12.75%) use face book, 23 (11.28%) use G mail and less than 10% users are using other search engines.

Table-9
Search Engine use for Information Seeking

Search engine	Deptt. of FT	Deptt. of ECE	Deptt. of CSE &IT	Deptt. of BAS	Total (%)
Google	24	38	46	12	120 (58.82%)
Yahoo	5	-	4	2	11 (5.39%)
Twitter	2	2	-	2	6 (2.94%)
G mail	4	5	6	8	23 (11.28%)
Face book	6	2	14	4	26 (12.75%)
You tube	1	6	4	-	11 (5.39%)
Rediffmail	-	1	-	-	1 (0.49%)
Any other	-	2	4	-	6 (2.94%)
Total	42	56	78	28	204 (100%)

It is observed from the analysis that 87 (42.65%) of respondents access e-resources 2-3 hours daily, 74 (36.27%) of respondents access 1-2 hours daily, 30 (14.71%) of respondents access half hour daily, about 13 (6.37%) of respondents use more than 3 hours daily.

Table-10
Daily Use of E-Resources for Information Seeking

Daily use	Deptt. of FT	Deptt. of ECE	Deptt. of CSE &IT	Deptt. of BAS	Total (%)
30 minutes	7	4	13	6	30 (14.71%)
1-2 hour	12	22	28	12	74 (36.27%)
2-3 hour	23	24	32	8	87 (42.65%)
More than 3 hour	-	6	5	2	13 (6.37%)
Total	42	56	78	28	204 (100%)

Majority of the respondents shows in the table 11 that 97 (47.55%) of the respondent title wise search methods use for information seeking, 57 (27.94%) used author wise search, 25 (12.25%) used key words search, 15 (7.35%) use subject wise search, 8 (3.92%) used publication wise search and 2 (0.99%) used any other search method for information seeking.

Table-11
Search Methods Use for Information Seeking

Search methods	Deptt. of FT	Deptt. of ECE	Deptt. of CSE &IT	Deptt. of BAS	Total (%)
Author	12	16	22	7	57 (27.94%)
Title	20	32	34	11	97 (47.55%)
Subject	2	4	7	2	15 (7.35%)
Key words	8	2	10	5	25 (12.25%)
Publication	-	2	3	3	8 (3.92%)
Any other	-	-	2	-	2 (0.99%)
Total	42	56	78	28	204 (100%)

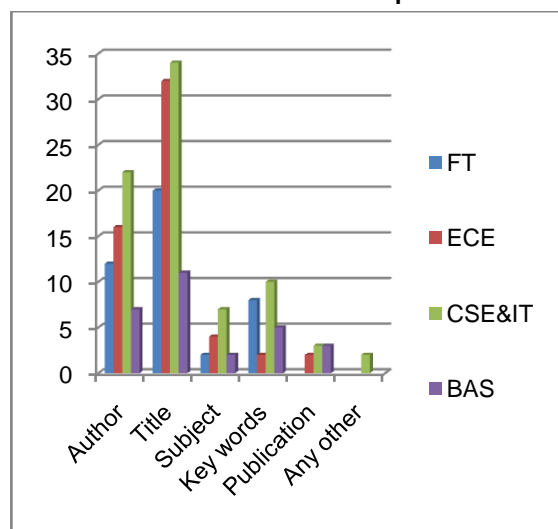


Table 12 shows that the 83 (40.69%) of the users problem face slow internet speed, 59 (28.92%) face downloading problem, 40 (19.61%) users found unwanted information and 22 (10.78%) of the users face connectivity problem in using internet.

Table-12
Problem Face in Using Internet

Problems	Deptt. of FT	Deptt. of ECE	Deptt. of CSE &IT	Deptt. of BAS	Total (%)
Slow internet speed	16	20	32	15	83 (40.69%)
Downloading problem	12	15	28	4	59 (28.92%)
Unwanted information	8	14	12	6	40 (19.61%)
Connectivity problem	6	7	6	3	22 (10.78%)
Total	42	56	78	28	204 (100%)

It is observed from the analysis that 115 (56.37%) of respondents very useful e-resources, 66 (32.35%) of respondents less useful, 12 (5.88%) of respondents no use, about 11 (5.39%) of respondents rarely use of e-resources.

Table-13
Usefulness of E-Resources

Usefulness	Deptt. of FT	Deptt. of ECE	Deptt. of CSE &IT	Deptt. of BAS	Total (%)
Very useful	25	34	44	12	115 (56.37%)
Less useful	12	16	24	14	66 (32.35%)
No use	5	2	5	-	12 (5.88%)
Rarely useful	-	4	5	2	11 (5.39%)
Total	42	56	78	28	204 (100%)

Result shows that the 80 (39.22%) of the users fully satisfied with library services, 89 (43.63%)

are partially satisfied, 23 (11.27%) are least satisfied and 12 (5.88%) are no comments on library services.

Table-14

Satisfaction Level with Library Services

Satisfaction	Deptt. of FT	Deptt. of ECE	Deptt. of CSE &IT	Deptt. of BAS	Total (%)
Fully satisfied	18	22	31	9	80 (39.22%)
Partially satisfied	12	32	30	15	89 (43.63%)
Least satisfied	9	2	8	4	23 (11.27%)
No comments	3	-	9	-	12 (5.88%)
Total	42	56	78	28	204 (100%)

Conclusion

Information seeking behavior satisfied his information need through information and documents. Mostly 35.29% users visit the library weekly, 43.63% respondents use the library academic purpose. Research shows that 24.51% of this users using the library for reading of book and issue-return of books. More than 50% of the users discuss the matters with teachers, students & friends.

Library help the users to satisfied her requirement regarding e-resources, 2-3 hours daily used on e-resources. Google search engine used by the users to satisfied his information need. Mostly user used title wise search method for finding the related literature. Slow internet speed problem faced by the users. E-resources are very useful and satisfied the users need.

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