

Use of ICT Based Resources and Services Among PG Students, Research Scholars and Teachers of Arts and Science Colleges in Puducherry: A Study

R. Hema¹, M. Nagarajan² and B.Vanathi³

¹Assistant Librarian, Pondicherry University, Puducherry - 605 014, Tamil Nadu, India

²Professor and Head, ³Research Scholar, DLIS, Annamalai University, Annamalainagar - 608 002, Tamil Nadu, India

Email: au_nagarajan@yahoo.co.in

(Received on 23 January 2013 and accepted on 15 March 2013)

Abstract - The study indicates use of ICT based resources and services in Arts and Science College Libraries by the PG students, Research scholars and Teachers in Puducherry. A survey was carried out among the users, along with observation at the Arts and Science colleges in Puducherry. The study reveals that the awareness, purpose, frequency, adequacy and time spent and extent of user's satisfaction with ICT based resources and services.

Keywords: Information and Communication Technology, E-Resources, E-Services, Usage Pattern, Arts and Science Colleges

I. INTRODUCTION

Every time the advent of information and communication technology, many universities and institutes of higher education are upgrading their library ICT infrastructure. In order to benefit from the prolific growth of literature being made available on internet, libraries are upgrading their internet bandwidth, workstations and are acquiring online databases and e-journals through consortia.

The electronic information resources have acquired a major portion of library collections. The value and use of information resources, particularly e-resources have increased with the time. Therefore, there is necessity to make study on the different aspects of ICT based resources and services and the issues relating to the use of ICT based resources and services by users, more particularly by the PG students, Research scholars and Teachers of Arts and Science colleges in Puducherry.

II. OBJECTIVES OF THE STUDY

The following are the important objectives of the study:

1. To study the awareness of ICT based resources and services among the users of Arts and Science colleges in Puducherry;

2. To determine the purpose and use of ICT based resources and services;
3. To study the frequency and time spent of using ICT based resources and services;
4. To study the adequacy of using ICT based resources and services;
5. To identify the level of users satisfaction with ICT based resources among the users of Arts and Science colleges in Puducherry.

III. METHODOLOGY

This study has been undertaken with the help of structured questionnaire. The respondents were the PG students, Research scholars and Teachers. A structured questionnaire was prepared and distributed to respondents for getting correct responses. Out of 1500 questionnaire distributed, about 1332 users responded to this survey, thus resulting into a response rate of 88.80%. The author has adopted stratified random sampling method for collection of data.

IV. ANALYSIS AND INTERPRETATION

Table I reveals the awareness of ICT based resources among the users of Arts and Science College libraries. There were eight kinds of ICT based resources were specified in the questionnaire. The analysis shows that the majority of ICT based resources, of which teachers were aware, of e-journals (97.28%), Library website (95.38%) and e-books (92.93%). The majority of ICT based resources of which research scholars were aware of e-journals (69.27%), e-books (65.92%), Databases (62.57%) online reference sources (60.89%), e-mail (59.78%) and Library website (58.66%). On the other hand, the majority of ICT based resources, of which PG students were aware of e-journals (87.64%), Library website (86.11%) and e-books (84.33%).

TABLE I STATUS WISE DISTRIBUTION OF RESPONDENT’S AWARENESS OF ICT BASED RESOURCES

SI. No	ICT based Resources	Teachers=368		Research scholars=179		PG students=785		Total=1332	
		Yes	No	Yes	No	Yes	No	Yes	No
1	Library website	351 (95.38)	17 (4.62)	105 (58.66)	74 (41.34)	676 (86.11)	109 (13.89)	1132 (84.98)	200 (15.02)
2	Data bases	311 (84.51)	57 (15.49)	112 (62.57)	67 (37.43)	654 (83.31)	131 (16.69)	1077 (80.86)	255 (19.14)
3	E-books	342 (92.93)	26 (7.07)	118 (65.92)	61 (34.08)	662 (84.33)	123 (15.67)	1122 (84.23)	210 (15.77)
4	E-Journals	358 (97.28)	10 (2.72)	124 (69.27)	55 (30.73)	688 (87.64)	97 (12.36)	1170 (87.84)	162 (12.16)
5	Online Reference Sources	318 (86.41)	50 (13.59)	109 (60.89)	70 (39.11)	651 (82.93)	134 (17.07)	1078 (80.93)	254 (19.07)
6	Online Catalogue	298 (80.98)	70 (19.02)	102 (56.98)	77 (43.02)	612 (77.96)	173 (22.04)	1012 (75.98)	320 (24.02)
7	Full text articles	301 (81.79)	67 (18.21)	96 (53.63)	83 (46.37)	637 (81.15)	148 (18.85)	1034 (77.63)	298 (22.37)
8	E-mail, discussion groups	284 (77.17)	84 (22.83)	107 (59.78)	72 (40.22)	615 (78.34)	170 (21.66)	1006 (75.53)	326 (24.47)

As a result, it is clear that the predominant sources like library website etc. are very familiar among the respondents of Arts and Science colleges.

TABLE II STATUS WISE DISTRIBUTION OF RESPONDENT’S FREQUENCY OF USING ICT BASED RESOURCES

Status	Every Day	Once in two days	Twice in a week	Once in a week	Occasionally	Total
Faculty	121 (32.88)	152 (41.30)	52 (14.13)	31 (8.42)	12 (3.26)	368 (27.63)
Research	77 (43.02)	37 (20.67)	26 (14.13)	21 (11.73)	18 (10.06)	179 (13.44)
PG Students	102 (12.99)	307 (39.11)	288 (3.69)	61 (7.77)	27 (3.44)	785 (58.93)
Total	300 (22.52)	496 (37.24)	366 (27.48)	113 (8.48)	57 (4.28)	1332 (100.00)

Data presented in Table II indicates the academic status-wise distribution of respondent’s frequency of using ICT based resources. Out of the total 1332 respondents, 300 (22.52%) respondents using ICT based resources everyday; 496 (37.24%) respondents using ICT based resources once in two days; 366 (27.48%) respondents using ICT based resources twice in a week; 113 (8.48%) respondents using ICT based resources once in a week and 57 (4.28%) respondents using ICT based resources occasionally.

Among 785 PG students, 39.11% of respondents using ICT based resources once in two days and 3.44 % of respondents using ICT based resources occasionally. With regard to 179 Research scholars, 43.02% of respondents using ICT based resources everyday and 10% of respondents using ICT based resources occasionally. Out of 368 Teachers, 41.30 % of respondents using ICT based resources once in two days and 3.26 % of respondents using ICT based resources occasionally.

TABLE III STATUS WISE DISTRIBUTION OF RESPONDENTS TIME SPENT ON USING ICT BASED RESOURCES AND SERVICES

Status	<0.30hrs	1hrs	2hrs	>2hrs	Total
Teachers	174 (47.28)	112 (30.43)	62 (16.85)	20 (5.43)	368
Research Scholars	85 (47.49)	61 (34.08)	22 (12.29)	11 (6.15)	179
PG Students	532 (67.77)	161 (20.51)	61 (7.77)	31 (3.95)	785
Total	791 (59.38)	334 (25.08)	145 (10.89)	62 (4.65)	1332

Table III indicates the academic status-wise distributions of respondents' time spent for using ICT based resources and services. It could be noted that out of the total 1332 respondents, 791(59.38%) respondents spend less than half an hour per day; 334(25.08%) respondents spend one hour per day; 145(10.89%) respondents spend two hours per day and 62(4.65%) respondents spend more than two hours per day for accessing ICT based resources and services.

Among 785 PG students, 67.77% of the respondents spend less than half an hour per day and 3.95 % of the respondents spend more than two hours per day. With regard to 179 research scholars, 47.49% of the respondents spend less than half an hour per day and 6.15% respondents spend more than two hours per day. Out of 368 teachers, 47.28 % respondents spend less than half an hour per day and 5.43% of the respondents spend more than two hours per day.

TABLE IV STATUS WISE DISTRIBUTION OF RESPONDENT'S PURPOSE OF USING ICT BASED RESOURCES

Status	Research	Study	Accessing Online Data bases	Publishing	Down loading e-resources	Professional development	Placements	Entertainment	Chatting	Others	Total
Teachers	167 (45.38)	32 (8.70)	28 (7.61)	48 (13.04)	31 (8.42)	23 (6.25)	8 (2.17)	16 (4.35)	3 (0.82)	12 (3.26)	368
Research Scholars	71 (39.66)	16 (8.94)	10 (5.59)	18 (10.06)	30 (16.76)	3 (1.68)	11 (6.15)	9 (5.03)	8 (4.47)	3 (1.68)	179
PG Students	0 (0.00)	397 (50.57)	31 (3.95)	2 (0.25)	59 (7.52)	0 (0.00)	48 (6.11)	142 (18.09)	95 (12.10)	11 (1.40)	785
Total	238 (17.87)	445 (33.41)	69 (5.18)	68 (5.11)	12 (9.01)	26 (1.95)	67 (5.03)	167 (12.54)	106 (7.96)	26 (1.95)	1332

Table IV indicates the academic status wise distribution of respondents' purpose of using ICT based resources and services. It is clearly observed from the table that, 445 (33.41%) respondents have used ICT based resources and services for their study purpose; 238 (17.87%) respondents have used ICT based resources and services for their research purpose; 69 (5.18%) respondents have used ICT based resources and services for accessing online databases, 120 (9.01%) respondents have used ICT based resources and services for their downloading e-resource, 68(5.11%) respondents have used ICT based resources and services for their publishing articles and books; 26(1.95%) respondents have used for their professional Development; 67(5.03%) respondents have used ICT based resources and services for their placements; 167(12.57%) respondents have used for entertainment; 106(7.96%) respondents have used ICT based resources for chatting purpose and 26(1.95%) respondents have used ICT based resources other purpose.

Among 785 PG students, 33.68 % of the respondents have used ICT based resources and services for their study purpose and 0.25% of the respondents have used for publishing articles and books. With regard to 179 Research scholars, 39.66% of the percent of the respondents have used ICT based resources and services for their research purpose and 1.68 % of the respondents have used for other purposes. Out of 368 Teachers, 45.38 % of the respondents have used ICT based resources and services for their research purpose and 0.82 % of the respondents have used for chatting purpose.

Table V shows the academic status-wise distribution of respondent's adequacy of using ICT based resources and services. Out of 1332 respondents, 712 (53.45) respondents are using ICT based resources always; 577 (43.32%) respondents are using sometime and 43 (3.23%) respondents are never using ICT based resources and services.

With respect to 785 PG students, 53.50 % of them some time using and 2.93 % of them never using ICT based resources and services. With regard to 179 research scholars, 60.34 % of them always using and 6.70 % of them never use ICT based resources. Out of 368 Teachers, 71.20 % of them always using and 2.17 % of them never using ICT based resources and services.

Hence it can be concluded that most of the respondents have reported that always using ICT based resources and services.

Table VI shows the academic status wise distribution of respondents satisfaction level of ICT based resources and services. It could be noted that out of 1332 respondents, 224 (16.82%) respondents are highly satisfied; 896 (67.27%) respondents are satisfied; 137(10.29%) respondents are some what satisfied and 75(5.63%) respondents dissatisfied.

Among the total number of 785 PG students, 70.70% of them are satisfied and 5.35% of them are dissatisfied. Out of 179 Research Scholars, 51.96% of them satisfied and 3.26% of them are dissatisfied. With regard to 368 teachers, 67.39% of them satisfied and 5.71% of them are dissatisfied. Hence it can be concluded that of most of the respondents are satisfied.

TABLE V STATUS WISE DISTRIBUTION OF RESPONDENTS ADEQUACY OF USING ICT BASED RESOURCES

Status	Always	Sometimes	Never	Total
Teachers	262 (71.20)	98 (26.63)	8 (2.17)	368
Research Scholars	108 (60.34)	59 (32.96)	12 (6.70)	179
PG Students	342 (43.57)	420 (53.50)	23 (2.93)	785
Total	712 (53.45)	577 (43.32)	43 (3.23)	1332

TABLE VI STATUS WISE DISTRIBUTION OF RESPONDENTS SATISFACTION LEVEL OF ICT BASED RESOURCES AND SERVICES

Status	Highly Satisfied	Satisfied	Some What Satisfied	Dissatisfied	Total
Teachers	61 (16.85)	248 (67.39)	38 (10.33)	21 (5.71)	368
Research Scholars	43 (24.02)	93 (51.96)	31 (17.32)	12 (3.26)	179
PG Students	120 (15.29)	555 (70.70)	68 (8.66)	42 (5.35)	785
Total	224 (16.82)	896 (67.27)	137 (10.29)	75 (5.63)	1332

V. CONCLUSION

The study has brought out the valid findings that the PG Students, Research Scholars and Teachers of Arts and Science college libraries in Puducherry highly use ICT based resources and services for their study and research purposes and in result it has made high impact on the use pattern and information seeking approaches.

REFERENCES

- [1] J.A. Adams, and S.C. Bonk, "Electronic information technologies and resources: use by university faculty and faculty preference for related library services", *College and Research Libraries*, Vol. 56, No.1 pp. 119-131, 1995.
- [2] Anjali Gulati, "Use of Information Communication Technology in Libraries and Information Centres: An Indian Scenario", *The Electronic library*, Vol. 22No. 4, pp.335-350, 2004
- [3] B. S.Biradar, G. R. Rajashekar and B. T. Sampath Kumar, "A study of internet usage by students and faculties in Kuvempu University". *Library Herald*. Vol. 44, No. 4, pp. 283-294, December 2006.
- [4] F.J Devadason, and Lingam, "A Methodology for the Identification of Information Needs of Users". *IFLA Journal*, Vol. 23, No.1, pp. 41-51, 1997
- [5] M. Ghosh, and I. Ghosh, "ICT and information strategies for a knowledge economy: the India experience", *Program: Electronic library and information systems*, Vol. 43, No.2, pp. 187-201, 2009.
- [6] M.J. Igben and Akobo, "State of information and communication technology (ICT) in libraries in Rivers State, Nigeria," *African Journal of Library, Archives & Information Science*, Vol. 17, No.92, pp. 135-142, 2007.