

Information need and information seeking behaviour of engineering college students in Madurai - a case study

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Abstract. This case study investigated information need and seeking behaviour of information behaviour of engineering college students in Madurai. The main objective of study seeking behaviour of engineering college students to the information literacy and study the purpose and motives of the students seeking information. Data was collected through a pre-tested questionnaire, using the snowball sampling technique. So only 300 respondents are used for in data analysis and interpretation. It was found that 55.33% respondents are using the library for Preparing for the examination, 38% respondents are using the print copy and 81.33% respondents are using the pen drive. Libraries have always welcomed new changes for enhancing their services and satisfactory clientele's needs. It's a high time for traditional libraries that they change their approach as the availability of the digital resources is growing day by day. The paper suggests certain measures for improving information need skills of students to make them more competent information users.

Keywords: Information need and Seeking Behaviour, User Study, Information Sources.

1. Introduction

Information is the knowledge of the human in action. It may ideas, facts data and imaginative works of human mind. Which are communicated formally or informally in any format? A closed analysis of the variety of experiences gained by an individual also reveals the relationship of these units of through with associated ideas. Also different individuals may derive different set of experiences over the same units of though each ones experiences on identical units though would remain isolated and the individual subjective knowledge of each person is transformed into knowledge by individual public expression via speech and writing on being shared.

Information Needs

The term has been used in a variety of ways needs, demands and wants have been used interchangeably although they may not be identical. Need is further complicated by the necessity to disguise among expressed unexpressed or unmet needs. The latter is the most difficult to identify.

Definition of Information Needs

Kuhlthau (1993) described the information need, which 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".

Information Seeking Behaviour

Information seeking behaviour is the human behaviour with respect to searching various sources, channels including use of that information. The terms, information seeking behaviour, information searching behaviour and information using behaviour are synonymous terms.

Definition of Information Seeking Behaviour

Wilson (1999) defines the "information behaviour" as "those activities a person may engage in which identifying his or her own needs for information, searching for such information in any way, and using or transferring that information".

2. Review of literature

Wilson (2000) information behaviour is the totality of human behaviour in relation to sources and channels of information, including both active and passive information seeking and information use. Thanuskodi (2012) conducted a survey on The Information Needs and Seeking Behaviour of the Tamil Nadu Dr. Ambedkar Law University Faculty Members. Adequate knowledge about the information needs and seeking behaviour of users is vital for developing library collections, services and facilities. The purpose of this study is to identify the information channels used by the Tamil Nadu Dr. Ambedkar Law University faculty members, information sources preferred by them, methods employed for getting the needed information and their library use pattern. A questionnaire was distributed to 20 faculty members and 18 filled in questionnaires were returned, giving an overall response rate of 90 percent. Asari and Zuberi (2010) in their research studies focused attention on information needs and information seeking behaviour of media practitioners in Karachi. They pointed that when an individual requires information they consult information system, library or interpersonal sources for satisfying needs. The objective was to assess information needs of media practitioners working in radio, newspaper, TV etc. Muhammad and Kanwal (2009) investigated the information seeking behaviour and satisfaction level of teachers of National Textile University in Pakistan. It was found that the students prefer both electronic and printed

formats equally. The users expressed the requirement for increase in library collection to meet their subject as well as leisure needs.

3. Research methodology

Information needs and information seeking behaviour refers to the individual information of users, which have to be fulfilled by library and information centre. The study of information seeking behaviour of users has assumed importance in the recent years either at a particular information gathering habits of specialized group users attached to in institution.

Objectives

To study the purpose of the students for seeking information behaviour engineering college students in Madurai.

1. To identify the information requirements of the library.
2. Find out frequently used services.
3. The find usefulness of the library collection.
4. To determine of the services by the library staff.
5. To the out various types of information needs of the Engineering College of information library.
6. To suggest certain measure if any, for the development of library based on feedback.
7. To study the purpose and motives of the students seeking information.
8. To examine the nature of search for current information.
9. To study the types of books, journal/ Magazines, Newspaper and digital resources that students prefer more.
10. To find out the level of satisfaction on the availability and resources.

Research Design

The present research intends to the Information Need and Information Seeking Behaviour of Engineering College Students in Madurai. Hence survey method to collect in the college of students.

Collection of Data

The data required for the study was collected from primary as well as secondary sources. The primary data was collected from the sample users of the library through questionnaires. Besides this, an attempt was also made also made to collect data from library. The secondary data was collected from various books, periodical hand books and its records available in the Engineering College in Madurai of information library.

Tools Used for the Study

Tools used for the is well structured questionnaires prepared by the investigator in consultation with expertise in the field. Totally 350 questionnaires were distributed, but only 300 questionnaires are received, 50 questionnaires are incomplete. Therefore 300 respondents are used for data analysis and interpretation.

4. Data analysis and interpretation**Table 1 Gender Wise Distribution of Respondent**

S. No	Gender	No. of Respondents	Percentage
1	Male	254	84.67
2	Female	46	15.33
Total		300	100

Source: Primary data. Table 1 Describes the gender-wise distribution of respondents. In this study, 254(84.67%) respondents belong to the category of male. 46(15.33%) respondents belongs to the category of female.

Table 2 Age Wise Distribution of Respondents

S. No	Age	No. of Respondents	Percentage
1	17 to 20 Years	202	67.33
2	21 to 25 Years	96	32.00
3	Above 26 Years	02	0.67
Total		300	100

Source: Primary data. Table 2: Describes the Age-wise distribution of respondents .In this study, 202 (67.33%) respondents belong to the category of 17-20 years this is followed by 96(32%) respondents belong to the category of 21 to 25 years 02 (0.67%) respondents belong to the category of above 26 years.

Table 3 Year Wise Distribution of Respondents

S.No	Year of studying	No. of Respondents	Percentage
1	I Year	86	28.67
2	II Year	64	21.33
3	III Year	82	27.33
4	IV Year	68	22.67
Total		300	100

Source: Primary data. Table3 shows the Year wise distribution of respondents. In this study, 86(28.67%) respondents belong to the first years, 64(21.33%) respondents belong to second years, 82 (27.33) respondents belong to third years and 68 (22.67%) respondents belong to the category of final years.

Table 4 Frequency of Visit the Library

S.No	Frequency	No. of Respondents	Percentage
1	Daily	94	31.33
2	Once a fortnight	28	9.33
3	Once a week	144	48
4	Once a month	34	11.34
Total		300	100

Source: Primary data

Table 4 displays the frequency of visit the library. Among the 300 respondents, 94(31.33%) respondents visit the library Daily, 28(9.33%) respondents visit the library Once a night, 144 (48%) respondents visit the library once a week and 34 (11.34%) respondents visit the library once a month.

Table 5 Purpose of Seeking Information

S.No	Purpose	No. of Respondents	Percentage
1	Preparing for the examination	166	55.33
2	Enrich knowledge	100	33.34
3	Preparing for competitive exam	18	6
4	Entertainment	16	5.33
Total		300	100

Source: Primary data

Table 5 Describes the Purpose of Seeking Information. In this study, 166(55.33%) respondents are using the library for Preparing for the examination, 100(33.34%) are using the library for Enrich knowledge, 18(6%) respondents are using the library for preparing for competitive exam and 16 (5.33%) respondents are using the library for Entertainment.

Table 6 Search Methods Material in Library

S. No	Methods	No. of Respondents	Percentage
1	Keyword search	36	12
2	Title search	82	27.33
3	Author search	126	42
4	Subject search	56	18.67
Total		300	100

Source: Primary data

Table 6 Describes the Search methods material in library. In this study, 36(12%) respondents use the keyword search methods, 82(27.33%) respondents use the title search methods, 126(42%) respondents use the author search methods and 56(18.67%) respondents use the other methods.

Table 7 Seeking Information for News Paper

S.No	News paper	No. of Respondents	Percentage
1	Tamil news paper	40	13.33
2	English news paper	152	50.67
3	Both	92	30.67
4	Others	16	5.33
Total		300	100

Source: Primary data

Table 7 Describes the Seeking information for news paper. In this study, 40(13.33%) respondents seek information from Tamil news paper, 152 (50.67%) respondents seek information from English news paper, 92 (30.67%) respondents seek information from both news paper and 16(5.33%) respondents seeking information from others.

Table 8 Awareness of Electronic Resources

S.No	Option	No. of Respondents	Percentage
1	Yes	300	100
2	No	-	-
Total		300	100

Source: Primary data

Table 8 shows that 100% of the respondents are aware about the electronic resources.

Table 9 Preference of Traditional Resources and E-Resources

S. No	Option	No. of Respondents	Percentage
1	Print copy	114	38
2	Electronic copy	60	20
3	Both print & Electronic	72	24
4	Others	54	18
Total		300	100

Source: Primary data

Table 9 Describes Preference of traditional resources and e-resources. In this study, 114(38%) respondents are using the print copy, 60(20%) respondents are using the electronic copy, 72(24%) respondents are using the both print & electronic and 54(18%) respondents are using others.

Table 10 Devices for Store the E-Resources

S. No	Devices	No. of Respondents	Percentage
1	Floppy	24	8
2	CD	14	4.67
3	Pen drive	244	81.33
4	Removable hard disk	18	6
Total		300	100

Source: Primary data

Table 10 Describes the Devices for store the e-resources. In this study, 24(8%) respondents store the information in Floppy, 14(4.67%) respondents use CD, 244(81.33%) respondents use the pen drive and 18(6%) respondents use the removable hard disk.

Table 11 Problem in Using the Internet

S. No	Problems	No. of Respondents	Percentage
1	Lack of computer hardware and software	50	16.67
2	Lack of time for searching	128	42.67
3	Incomplete information material	58	19.33
4	Lake of time	64	21.33
Total		300	100

Source: Primary data

Table 11 Describes the Problem in using the internet. In this study, 50 (16.67%) respondents report that lack of computer hardware and software, 128 (42.67%) respondents report that lack of time for searching, 58(19.33%) respondents report that incomplete information material and 64(21.33%) respondents report that lake of time.

Table 12 Level of Satisfaction of Seeking Information from Library

S. No	Level	No. of Respondents	Percentage
1	Good	170	56.67
2	Very good	40	13.33
3	Satisfied	76	25.33
4	Poor	14	4.67
Total		300	100

Source: Primary data

Table 12 displays the level of Satisfaction of seeking information from library. In this study, 170 (56.67%) respondents report that good, 40(13.33%) respondents very good, 76 (25.33%) respondents satisfied and 14 (4.67%) respondents report that poor.

Table 13 User Opinion about the Library Facilities

S.No	Option	No. of Respondents	Percentage
1	Comfortable	148	49.33
2	Quiet	74	24.67
3	Safe	26	8.67
4	No Comments	52	17.33
Total		300	100

Source: Primary data

Table 13 shows User Opinion about the Library Facilities. In this study, 148 (49.33%) respondents report that comfortable, 74 (24.67%) respondents quiet, 26 (8.67%) respondents safe and 52 (17.33%) respondents have not report that any comments.

Table 14 Reasons for Not Frequently Use of Library

S. No	Suggestions	No. of Respondents	Percentage
1	Material is not available	62	20.67
2	Library staff are unwilling for services	66	22
3	Incomplete information	64	21.33

4	material		
	Lake of time	108	36
Total		300	100

Source: Primary data

Table 14 Describes reason for not frequently use of library. Among the 300 respondents, 62 (20.67%) respondents feel the material is not available in library, 66 (22%) respondents feel library staff unwilling for service, 64 (21.33%) respondents feel incomplete information material and 108 (36%) respondents feel the lake of time.

5. Findings and conclusion

Major Findings

- 84.67% respondents belong to the category of female.
- 67.33% respondents belong to the category of 17-20 years of age group.
- 28.67% respondents belong to the first year students.
- 48% respondents are visiting the library once a week.
- 55.33% respondents are using the library for Preparing for the examination.
- 42% respondents use the author search methods.
- 100% respondents are using the electronic resources.
- 38% respondents are using the print copy.
- 81.33% respondents are using the pen drive.
- 49.33% respondents report that library facility comfortable.
- 36% respondents are feeling the lake the time and 20.67% respondents feel the material is not available in library.
- 42.67% respondents report that lack of time for searching and 16.67% respondents report that lack of computer hardware and software.
- 56.67% of the respondents' opinion about user fac of seeking information from Library is good.
- 36% respondents report that lake of time is reason for not frequently use the Library.

6. Conclusion

Understanding the actual needs of information users and taking users and taking steps satisfy them is the first step towards effective service provision. This can best achieved through search formal in depth studies. Libraries have always welcomed new changes for enhancing their services and satisfactory clientele's needs. It's a high time for traditional libraries that they change their approach as the availability of the digital resources is growing day by day. In

India, already many libraries DELNET, MALIBNET etc, are established and marching towards their respective goals. For this necessary steps such as ensured and more ever essential infrastructure should be setup at each college. Surely there will be further innovation such as internet, information seeking behaviour that will continue to input academic improvement.

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