

## **Information Seeking Behaviour of Business Management University Students in India: A Comparative Study**

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### **Abstract**

The study was undertaken to explore the information seeking behaviour of business management students of three Indian Universities (Punjabi University, Panjab University and Guru Nanak Dev University). The study ascertained, the search strategies of the students to seek information, behavioural factors which motivate them to visit libraries, influence of ICT on academic activities, use of e-resources and problems encountered while using e-resources. To conduct the study proportionate sampling technique was used to extract the sample size of 348 students and structured questionnaire was used for data collection. Data was analysed using Statistical Package for Social Sciences (SPSS) and frequencies, percentages, Kruskal Wallis test and Chi-square test were used for drawing results. Findings of the study revealed that business management students of the three select universities frequently seek information through title of the document. Students mentioned that ICT has a great influence on academic activities. It was found that students of Panjab University are using more electronic resources as compared to other two universities students. The results derived from the present study will help the libraries in providing library services according to the particular needs of the business management students.

**Keywords:** Information, Information Seeking Behaviour, Business Management, Universities, India



## I. Introduction

Information is a processed data which has the ability to control the uncertainties and helps individuals and groups in taking the right decisions. Information seeking behaviour is a course of actions that an individual or group takes for conveying their information need, seeking information, evaluating, selecting information and finally using that information to satisfy information need (Fatima and Ahamd (2008). Considering the importance of information and ICT, the present comparative study is conducted to determine the information search strategies and influence of ICT on academic activities of business management students at Punjabi University, Patiala (PUP), Panjab University, Chandigarh (PUC) and Guru Nanak Dev University, Amritsar (GNDU).

Punjabi University, Patiala was established in 1962 as per the Punjab Act. No-35 of 1961. It is the second university in the world that has been named after a language, the first is Hebrew University (Israel). This university was established with the purpose of promoting Punjabi language, literature and culture though the university has now emerged as one of the key universities in India for imparting education and carrying out research in the field of sciences, social sciences, languages and humanities. Panjab University, Chandigarh is among one of the top universities of India, which initially came into existence in 1882 at Lahore, Pakistan. The University has a long tradition of imparting the quality education and research in the field of social sciences, sciences, technology, humanities and sports.

Guru Nanak Dev University, Amritsar was established in 1969, with the main objective of providing quality education and imparting research particularly in the field of humanities, applied nature and technology. All the three universities have sprawling campus and have varied academic departments which delicately impart education and research guidance to the students. Hence the study authenticates from the best universities of the region.

Several studies have been conducted at national and international level to know the information needs and seeking behaviour of business management students and faculty members. For example, at national level, Natarajan (2012) analysed the information seeking behaviour of management institutes in NCR of Delhi. Sharma and Sharma (2013) studied the information seeking behaviour of business and management studies students in National Capital Territory of Delhi. Babu and Mufeeda (2017) analysed the information seeking behaviour of business students in Farook Institute of Management Studies and Katrodia (2019) studied the information seeking behaviour of management and commerce academics in Saurashtra, Rajkot. In international studies, Makani and WooShue (2006) explored the information seeking behaviour of business

students at Dalhousie University, Canada. Long and Shrikhande (2007) studied the improving information seeking behaviour among business majors, Wickramanayake (2010) studied the information seeking behaviour of management and commerce faculty members, and Samuel and Richard (2011) studied the information seeking behaviour and use of information resources by MBA students at a Nigerian University. Emmanuel and Jegede (2011) studied the information needs and information seeking behaviour and use of information resources by Mba students at a Nigerian University. Ahmed and Vinayagamoorthy (2013) studied the information seeking behaviour of business students in universities and colleges in Dubai, UAE.

Apart from studies in the area of business management, several studies have been conducted in various subjects to know the information seeking behaviour of their users. For example, Callinan (2005) analysed the information seeking behaviour of undergraduate biology students in university college, Dublin, Ireland. Shen (2007) studied the information seeking behaviour of the Sociology faculty at the university of Wisconsin-Madison, Kadli and Hanchinal (2015) investigated the information seeking behaviour of law students and Khan (2018) studied the information seeking among library and information science researchers in Pakistan. Solis (2018) studied the information seeking behaviour of economics graduate students. Apart from subject specific studies, several studies have been conducted on various topics. For example, Choo (2023) studied the climate change information seeking. Furwasyih et al. (2023) analysed the Indonesian and Vietnamese information seeking related to Covid-19, Rosenberg et al. (2023) studied the health information seeking on social media and Ageng (2023) studied the online information seeking behaviour of first time Southeast Asian fathers. Yudianto et al. (2023) analysed the patterns of parental online health information seeking behaviour.

The literature suggests that there was no comprehensive and significant attempt made by the researchers to evaluate the information seeking behaviour of the business management students in India. This study holds importance as the need of professionally trained managers (management graduates) has increased tremendously in the recent years due to increase in the size and complexity of business organizations, turbulent environment and growing responsibilities of business. Therefore, the study specifically focuses on the following objectives:

## **II. Objectives**

1. To identify the search strategies used to find information.
2. To identify the behavioural factors which motivate the students to visit the library.
3. To know the influence of ICT on academic activities.

4. To ascertain the use of e-resources.
5. To identify the problems faced while using e-resources.

### III. Data and Method

A total number of 1628 students enrolled for MBA (Masters in Business Administration) in these three select universities. The study was undertaken by using proportionate sampling method to extract the sample size of 348 students. A questionnaire was developed for this study that was primarily divided into six main sections.

1. Section (A): Search strategies to seek information;
2. Section (B): Behavioural factors which motivate the students to visit the library;
3. Section (C): Influence of ICT on academic activities;
4. Section (D): Use of e-resources;
5. Section (E): Use of databases;
6. Section (F): Problems faced while using e-resources.

**Table 1: Sample size**

Sr. No.	University	Department	No. of MBA Students
1.	Punjabi University, Patiala	School of Management Studies	138
2.	Panjab University, Chandigarh	University Business School	87
3.	Guru Nanak Dev University, Amritsar	University Business School	123
<b>Total</b>			<b>348</b>

The data obtained were analysed by using Statistical Package for Social Sciences (SPSS). The frequencies, percentages, Kruskal Wallis test and Chi-square test were used for drawing results.

### IV. Analysis and Interpretation

To make it understandable, analysis and interpretations are divided into the given respective heads, which follow as under:

### V. Search Strategies to Seek Information

Students were asked to indicate the search strategies used for seeking information. Table-2 exhibits that 26.81%, 44.83% and 26.8% of the students

from PUP, PUC and GNDU respectively frequently sought information through keywords whereas 50% of the respondents in PUP, 45.98% in PUC and 51.22% in GNDU sometimes searched information through keywords. A considerable percentage of the students i.e., 23.19% in PUP, 9.20% in PUC and 21.95% in GNDU never searched for information through keywords. Analysis in Table-2 further shows that a good percentage of the students i.e., 52.90% in PUP, 63.22% in PUC and 59.35% in GNDU frequently searched for the information by title of the document while 41.30%, 34.48% and 32.52% of the respondents from PUP, PUC and GNDU respectively sometimes looked for the information by title of the document.

**Table 2: Search strategies to seek Information**

Search strategies	Campus	Count (%)			Total	$\chi^2$ at 4 df (p-value) N=348
		Never	Sometimes	Frequently		
Keyword search	PUP	32(23.19%)	69(50%)	37(26.81%)	138	13.200 (0.010)
	PUC	8(9.20%)	40(45.98%)	39(44.83%)	87	
	GNDU	27(21.95%)	63(51.22%)	33(26.83%)	123	
Title search	PUP	8(5.80%)	57(41.30%)	73(52.90%)	138	5.587 (0.232)
	PUC	2(2.30%)	30(34.48%)	55(63.22%)	87	
	GNDU	10(8.13%)	40(32.52%)	73(59.35%)	123	
Author search	PUP	8(5.80%)	49(35.51%)	81(58.70%)	138	4.585 (0.333)
	PUC	8(9.20%)	40(45.98%)	39(44.83%)	87	
	GNDU	7(5.69%)	50(40.65%)	66(53.66%)	123	
Subject search	PUP	4(2.90%)	30(21.74%)	104(75.36%)	138	25.203 (0.000)
	PUC	4(4.60%)	26(29.89%)	57(65.52%)	87	
	GNDU	9(7.32%)	58(47.15%)	56(45.53%)	123	

Table-2 further shows that again a good percentage of the respondents i.e., 58.70% in PUP, 44.83% in PUC and 53.66% in GNDU frequently searched on the basis of the author of the document. Only 5.80%, 9.20% and 5.69% of the students from PUP, PUC and GNDU respectively never searched on the basis of the author of the document. Table-2 revealed that majority of the respondents from PUP (75.36%) and PUC (65.52%) frequently sought information through the subject matter of the document. While less percentage of the respondents

i.e., 2.90%, 4.60% and 7.32% from PUP, PUC and GNDU respectively never searched information through the subject matter of the document.

### Statistical inference

Pearson Chi-square test results with  $p \leq 0.05$  indicate that there was a significant difference regarding the use of search strategies for finding information among the MBA main campus students of the selected universities in Punjab and Chandigarh in case of keywords and subject search. However, no significant difference has been found in case of other search strategies of finding information ( $p \geq 0.05$ ).

## VI. Behavioral Factors which Motivate the Students to Visit Library

The respondents were asked to rank the behavioral factors that motivate them to visit the library on a scale ranging from 1 to 5, where 1 indicates 'most important' and 5 indicates 'least important'. Results have shown that awareness created through library professionals (mean rank= 167.00), habit (mean rank=146.17) and convenient library hours (mean rank=164.59) have been found to be most important factors for a visit to the library for the MBA students of PUP, PUC and GNDU respectively. Table-3 has exhibited that motivation from faculty members has been observed to be the second most important factor for a visit to the library for the MBA students of PUP and PUC. Table-3 has further shown that habit (mean rank=181.53), library atmosphere (mean rank=186.26), and habit (mean rank=186.5) are observed to be the least important factors to visit library for the MBA students of PUP, PUC and GNDU respectively.

**Table 3: Behavioral factors which motivate the students to visit the library**

Visiting behaviour	Campus	Number	Mean Rank	Kruskal Wallis Test
				$\chi^2$ at 2 df (p-value)
Habit	PUP	138	181.53	9.845

	PUC	87	146.17	(0.007)
	GNDU	123	186.65	
	Total	348		
Motivation from faculty	PUP	138	171.70	
	PUC	87	176.59	.187
	GNDU	123	176.17	(0.911)
	Total	348		
Convenient library hours	PUP	138	177.44	
	PUC	87	183.84	2.187
	GNDU	123	164.59	(0.335)
	Total	348		
Awareness created through library professionals	PUP	138	167.00	
	PUC	87	183.13	1.549
	GNDU	123	176.81	(0.461)
	Total	348		
Library Atmosphere	PUP	138	173.25	
	PUC	87	186.26	1.932
	GNDU	123	167.59	(0.381)
	Total	348		

**Statistical inference**

The results of Kruskal Wallis test have indicated that there was no significant difference between 4 out of 5 listed factors that affect the library visiting behaviour of the MBA students of the selected universities of Punjab and

Chandigarh, with  $p \geq 0.05$ . However, significant difference has been found only in case of habit of visiting to the library ( $p \leq 0.05$ ).

### VII. Frequency of Visiting the Library

Respondents were asked to indicate their frequency of visiting to the library. Table-4 has shown that 7.25% of the MBA students in PUP, 41.38% in PUC and 8.13% in GNDU visited the library every day. Analysis has revealed that 28.99%, 40.23% and 8.94% of the students from PUP, PUC and GNDU respectively visited the library 2-3 times in a week, whereas 23.9% of the respondents in PUP, 5.75% in PUC and 10.57% in GNDU visited the library on weekly basis. A very small percentage of the respondents i.e., 2.90% in PUP, 2.30% in PUC and 4.88% in GNDU visited the library on a monthly basis. Table-4 has further shown that 28.26%, 10.34% and 46.34% of the students from PUP, PUC and GNDU respectively visited the library whenever the need arose. A considerable percentage of the respondents i.e., 8.70% from PUP and 21.14% from GNDU rarely visited the library whereas no one from PUC belonged to this category.

**Table 4: Frequency of visiting the library**

Campus	Count (%)						Total	$\chi^2$ at 10 df (p-value) N=348
	Everyday	2-3 times in a week	Weekly	Monthly	Whenever there is need	Rarely		
<b>PUP</b>	10 (7.25%)	40 (28.99%)	33 (23.9%)	4 (2.90%)	39 (28.26%)	12 (8.70%)	138	127.414 (0.000)
<b>PUC</b>	36 (41.38%)	35 (40.23%)	5 (5.75%)	2 (2.30%)	9 (10.34%)	0 (00%)	87	
<b>GNDU</b>	10 (8.13%)	11 (8.94%)	13 (10.57%)	6 (4.88%)	57 (46.34%)	26 (21.14%)	123	

### Statistical inference

Table-4 also shows results of Pearson Chi-square test for the library visiting behaviour of the MBA students. It indicates that there was a significant difference in the library visiting behaviour of the MBA students of selected universities of Punjab and Chandigarh ( $p \leq 0.05$ ).



**VIII. Influence of ICT on Academic Activities**

Students were asked to indicate the influence of the ICT on their academic activities. Table-5 exhibits that high percentage of the students i.e., 78.26% from PUP, 82.76% from PUC and 83.74% from GNDU believed that ICT enhances the study/ research process whereas only 4.35%, 4.60% and 4.07% of the students from PUP, PUC and GNDU respectively do not believe in this ability of ICT. More than 70% of the students from three respective universities of Punjab and Chandigarh believe that ICT helps a person to have access to up-to-date and quick information while only 7.97%, 9.20% and 13.82% of the students from PUP, PUC and GNDU respectively refused to accept it. Analysis reveals that 70.11%, 70.11% and 59.35% of the respondents from PUP, PUC and GNDU respectively believed that ICT improves the communication while 9.42%, 16.09% and 11.38% of the students from PUP, PUC and GNDU respectively did not acknowledge this potential of ICT. A good percentage of the MBA students i.e., 64.49% from PUP, 64.37% from PUC and 45.53% from GNDU believed that ICT has the ability to enhance professional development and strengthen lifelong learning while 7.97%, 13.79% and 18.70% of the students from PUP, PUC and GNDU respectively did not believe in this influence of ICT.

**Table 5: Influence of ICT on academic activities**

Areas of influence	Campus	Count (%)			Total	$\chi^2$ at 4df (p-value) N=348
		Can't say	No	Yes		
Enhance the study/ research process	PUP	24(17.39%)	6(4.35%)	108(78.26%)	138	1.766 (0.779)
	PUC	11(12.64%)	4(4.60%)	72(82.76%)	87	
	GNDU	15(12.20%)	5(4.07%)	103(83.74%)	123	
Helps up to date and quick information	PUP	16(11.59%)	11(7.97%)	111(80.43%)	138	3.240 (0.518)
	PUC	10(11.49%)	8(9.20%)	69(79.31%)	87	
	GNDU	17(13.82%)	17(13.82%)	89(72.36%)	123	
Enhance communication	PUP	28(20.29%)	13(9.42%)	97(70.29%)	138	9.297 (0.054)
	PUC	12(13.79%)	14(16.09%)	61(70.11%)	87	

	GNDU	36(29.27%)	14(11.38%)	73(59.35%)	123	
Enhance professional development and lifelong learning	PUP	38(27.54%)	11(7.97%)	89(64.49%)	138	14.201 (0.007)
	PUC	19(21.84%)	12(13.79%)	56(64.37%)	87	
	GNDU	44(35.77%)	23(18.70%)	56(45.53%)	123	

### Statistical inference

Pearson Chi-square test results indicate that there was a significant difference regarding the influence of the ICT on academic activities among the MBA main campuses students of the selected universities in Punjab and Chandigarh for enhancing professional development and lifelong learning, with  $p \leq 0.05$ . However, there was no significant difference between students of the selected universities with regard to influence of the ICT on other academic activities ( $p \geq 0.05$ ).

### IX. Use of the E-resources

Students were asked to mark their usage of the e-resources. Table-6 depicts that 57.47% of the students from PUC frequently used the electronic journals while this percentage was quite low in case of PUP (23.19%) and GNDU (23.58%) as compared to PUC. The analysis shows that 52.90%, 34.48% and 56.10% of the students from PUP, PUC and GNDU respectively only sometimes used the electronic journals. Table-6 shows that only 8.05% of the respondents from PUC never used the electronic journals while this percentage was quite high in case of PUP (23.91%) and GNDU (20.3%) as compared to PUC. Table-6 further depicts that only 7.97% of the students from PUP, 16.09% from PUC and 10.97% from GNDU frequently used the electronic dissertations. The analysis reveals that 52.90% of the MBA students from PUP sometimes used the electronic journals whereas 57.47% of the students did the same in PUC and 42.28% in GNDU. Table-6 reveals that 26.44% of the students from PUC never used the electronic dissertations while this percentage was quite high in case of PUP (39.13%) and GNDU (47.15%) as compared to PUC.

**Table:6 Use of the e-resources**

E-resources	Campus	Count (%)			Total	$\chi^2$ at 4 df (p-value) N=348
		Never	Sometimes	Frequently		

Electronic Journals	PUP	33(23.91%)	73(52.90%)	32(23.19%)	138	36.634 (0.000)
	PUC	7(8.05%)	30(34.48%)	50(57.47%)	87	
	GNDU	25(20.33%)	69(56.10%)	29(23.58%)	123	
Electronic Dissertations	PUP	54(39.13%)	73(52.90%)	11(7.97%)	138	11.539 (0.021)
	PUC	23(26.44%)	50(57.47%)	14(16.09%)	87	
	GNDU	58(47.15%)	52(42.28%)	13(10.57%)	123	
Electronic Books	PUP	28(20.29%)	54(39.13%)	56(40.58%)	138	5.728 (0.220)
	PUC	12(13.79%)	26(29.89%)	49(56.32%)	87	
	GNDU	19(15.45%)	44(35.77%)	60(48.78%)	123	
CD-ROM Databases	PUP	70(50.72%)	51(36.96%)	17(12.32%)	138	6.383 (0.172)
	PUC	52(59.77%)	30(34.48%)	5(5.75%)	87	
	GNDU	72(58.54%)	45(36.59%)	5(4.07%)	123	

Data in the Table-6 demonstrates that a good percentage of the students i.e., 40.58% from PUP, 56.32% from PUC and 48.78% from GNDU frequently used the electronic books. Out of total, 39.13%, 29.89%, 35.77% of the MBA students from PUP, PUC, GNDU respectively sometimes used the electronic books. Table-6 reveals that a considerable percentage of the respondents i.e., 20.29% from PUP, 13.79% from PUC and 15.45% from GNDU never used the electronic books. Table-6 further shows that only a small percentage of the MBA students i.e., 12.32% in PUP, 5.75% in PUC and 4.07% in GNDU frequently used the CD-ROM databases. Data reveals that more than 50% of the respondents from three respective universities of Punjab and Chandigarh never used the CD-ROM databases.

### Statistical inference

Pearson Chi-square results with  $p \leq 0.05$  indicate that there was a significant difference regarding the use of different e-resources among the MBA main campuses students of the selected universities in Punjab and Chandigarh

regarding the use of electronic journals and electronic dissertations. However, no statistically significant difference has been observed in the use of other e-resources ( $p \geq 0.05$ ).

### X. Databases Usage for Seeking Information

Participants were asked to specify their usage of the databases. Table-7 depicts that 70.11% of the MBA students in PUC were using JSTOR while this percentage was quite low in case of PUP (18.12%) and GNDU (21.14%) as compared to PUC. A considerable percentage of the students i.e., 26.09% in PUP, 28.74% in PUC and 20.33% in GNDU were using Business Source Complete (EBSCO). It is evident from the Table-7 that 67.82% of the MBA students from PUC were using the Emerald Management while majority of the students from PUP (79.71%) and GNDU (71.54%) were not using Emerald Management. Analysis reveals that 83.91% of the respondents in PUC were using Science Direct database while only 26.81% of the respondents in PUP, 26.02% in GNDU were using the same.

**Table:7 Databases usage for seeking information**

Databases	Campus	Count (%)		Total	$\chi^2$ at 2 df (p-value) N=348
		No	Yes		
JSTOR	PUP	113(81.88%)	25(18.12%)	138	76.739 (0.000)
	PUC	26(29.89%)	61(70.11%)	87	
	GNDU	97(78.86%)	26(21.14%)	123	
Business Source Complete (EBSCO)	PUP	102(73.91%)	36(26.09%)	138	2.169 (0.338)
	PUC	62(71.26%)	25(28.74%)	87	
	GNDU	98(79.67%)	25(20.33%)	123	
Emerald Management	PUP	110(79.71%)	28(20.29%)	138	56.581 (0.000)
	PUC	28(32.18%)	59(67.82%)	87	
	GNDU	88(71.54%)	35(28.46%)	123	
ABI/INFO Complete (ProQuest)	PUP	122(88.41%)	16(11.59%)	138	1.976 (0.372)
	PUC	73(83.91%)	14(16.09%)	87	
	GNDU	111(90.24%)	12(9.76%)	123	

Springer	PUP	113(81.88%)	25(18.12%)	138	14.318 (0.001)
	PUC	53(60.92%)	34(39.08%)	87	
	GNDU	98(79.67%)	25(20.33%)	123	
Science Direct	PUP	101(73.19%)	37(26.81%)	138	89.242 (0.000)
	PUC	14(16.09%)	73(83.91%)	87	
	GNDU	91(73.98%)	32(26.02%)	123	
Oxford Univ. press	PUP	72(52.17%)	66(47.83%)	138	12.175 (0.002)
	PUC	26(29.89%)	61(70.11%)	87	
	GNDU	62(50.41%)	61(49.59%)	123	
Taylor & Francis	PUP	92(66.67%)	46(33.33%)	138	1.810 (0.404)
	PUC	65(74.71%)	22(25.29%)	87	
	GNDU	83(67.48%)	40(32.52%)	123	
Business Source Premier	PUP	103(74.64%)	35(25.36%)	138	5.608 (0.061)
	PUC	72(82.76%)	15(17.24%)	87	
	GNDU	84(68.29%)	39(31.71%)	123	
IMF e-library	PUP	94(68.12%)	44(31.88%)	138	11.237 (0.004)
	PUC	46(52.87%)	41(47.13%)	87	
	GNDU	92(74.80%)	31(25.20%)	123	
IMF e-library data	PUP	102(73.91%)	36(26.09%)	138	10.603 (0.005)
	PUC	54(62.07%)	33(37.93%)	87	
	GNDU	101(82.11%)	22(17.89%)	123	
CMIE(Prowess database)	PUP	120(86.96%)	18(13.04%)	138	5.988 (0.050)
	PUC	65(74.71%)	22(25.29%)	87	
	GNDU	104(84.55%)	19(15.45%)	123	
Bloomberg	PUP	99(71.74%)	39(28.26%)	138	10.172 (0.006)
	PUC	47(54.02)	40(45.98%)	87	
	GNDU	90(73.17%)	33(26.83%)	123	
Thomson Reuters	PUP	112(81.16%)	26(18.84%)	138	3.868 (0.145)
	PUC	62(71.26%)	25(28.74%)	87	
	GNDU	100(81.30%)	23(18.70%)	123	

Passport GMID	PUP	126(91.30%)	12(8.70%)	138	1.441 (0.486)
	PUC	83(95.40%)	4(4.60%)	87	
	GNDU	115(93.50%)	8(6.50%)	123	
LexisNexis Academic	PUP	125(90.58%)	13(9.42%)	138	2.978 (0.226)
	PUC	72(82.76%)	15(17.24%)	87	
	GNDU	107(86.99%)	16(13.01%)	123	

Table-7 further reveals that a good percentage of the students i.e., 47.83% from PUP, 70.11% from PUC and 49.59% from GNDU are using Oxford Uni. Press. Analysis shows that 33.33% of the students in PUP, 25.29% in PUC and 32.52% in GNDU were using Taylor and Francis database. Data in the Table-7 reveals that less percentage of the students i.e., 8.70% from PUP, 4.60% from PUC and 6.50% from GNDU were using the Passport GMID database. Table-7 further reveals that high percentage of the respondents i.e., 90.58% from PUP, 82.76% from PUC and 86.99% from GNDU were not using the LexisNexis Academic database.

### Statistical inference

Pearson Chi-square results with  $p \leq 0.05$  indicate that there was a significant difference regarding the use of different databases among the MBA main campuses students of the selected universities in Punjab and Chandigarh in case of JSTOR, Emerald Management, Springer, Science Direct, Oxford Univ. Press, IMF e-library, IMF e-library data and Bloomberg. However, no significant difference has been found for the use of other databases ( $p \geq 0.05$ ).

### XI. Problems Faced while Using the E-resources

MBA students were asked to indicate the problems faced by them while using the e-resources. Data in the Table-8 reveals that 34.06% of the respondents in PUP, 42.53% in PUC and 42.28% in GNDU faced problem while using the e-resources due to insufficient familiarity with e-resources. Table-8 shows that 48.55%, 31.03% and 39.84% of the respondents from PUP, PUC and GNDU respectively faced problems because library websites did not provide enough links to the e-resources.

Results further show that a considerable percentage of the respondents i.e., 26.81% in PUP, 22.99% in PUC and 30.89% in GNDU faced problems in the usage of the e-resources due to lack of IT knowledge. Table-8 exhibits that

around 50% of the respondents from PUC faced problem due to excess information retrieved while using the e-resources while 28.99% of the respondents faced the same problem in PUP and 35.77% in GNDU.

**Table 8: Problems faced while using the e-resources**

Problems	Campus	Count (%)		Total	$\chi^2$ at 2 df (p-value) N=348
		No	Yes		
Not sufficient familiarity with E-resources	PUP	91(65.94%)	47(34.06)	138	2.424 (0.298)
	PUC	50(57.47%)	37(42.53%)	87	
	GNDU	71(57.72%)	52(42.28%)	123	
Library website does not provides enough links to the E-resources	PUP	71(51.45%)	67(48.55%)	138	6.887 (0.032)
	PUC	60(68.97%)	27(31.03%)	87	
	GNDU	74(60.16%)	49(39.84%)	123	
Lack of IT knowledge	PUP	101(73.19%)	37(26.81%)	138	0.442 (1.632)
	PUC	67(77.01%)	20(22.99%)	87	
	GNDU	85(69.11%)	38(30.89%)	123	
Too much information retrieved	PUP	98(71.01%)	40(28.99%)	138	8.612 (0.013)
	PUC	45(51.72%)	42(48.28%)	87	
	GNDU	79(64.23%)	44(35.77%)	123	

**Statistical inference**

Pearson Chi-square test results indicate that there was a significant difference regarding the problems faced while using the e-resources among the MBA main campuses students in case of library website does not provide enough links to the e-resources and due to the excessive information retrieved of the selected universities in Punjab and Chandigarh, with  $p \leq 0.05$ . However, no significant difference has been found for other problems faced while using the e-resources (p-values  $\geq 0.05$ ).

**XII. Conclusion**

Study revealed that majority of the students from PUP, PUC and GNDU frequently sought information through title of the document while only a small percentage of the responders i.e., 5.80%, 2.30%, 8.13% in PUP, PUC, GNDU respectively never sought the information through the same. Awareness created

through library professionals (mean rank= 167.00), habit (mean rank=146.17) and convenient library hours (mean rank=164.59) have been found to be the most important factors for visiting library by the students of PUP, PUC and GNDU respectively whereas motivation from faculty members has been observed to be the second most important factor for visiting library by the students of PUP and PUC. Majority of the students of the three select universities believed that ICT enhances their study and research processes, improves communication, leads to professional development and keep them up to date on the latest trends in business studies. According the findings majority of the students in PUC frequently used the electronic journals while percentage was quite low in the case of PUP and GNDU as compared to PUC. A good percentage of the students from three select universities were using the electronic books while majority of the students were not interested in using CD-ROM Databases. Study also revealed that majority of the students in PUC were using the JSTOR, Emerald Management, Science Direct and Oxford University Press databases whereas percentage of the students using these databases was quite low in case of PUP and GNDU as compared to PUC. Around 50% of the students in PUC faced problem while using electronic resources due to excess information retrieved while this percentage was low in case of PUP and GNDU as compared to PUC.

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