
**Use of Web based Services by Engineering
Professionals of selected Engineering Colleges in
Namakkal District: A survey**

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Abstract

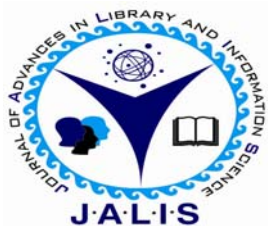
This paper is an attempt to investigate the use of various types of web based services, purpose of using web based services, frequently used search engines and web browsers, storage medium and satisfaction level of users with the internet facilities provided in the Engineering colleges. It is found that 972 (77.20%) respondents using web based services for keeping up-to-date information, followed by 895(71.09%) respondents using web based services for their research purpose, 795 (63.15%) respondents using web based services for finding relevant information.

Keywords

web based services, Engineering colleges, satisfaction level.

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INTRODUCTION

The rapid developments in Information Technology brought revolutionary changes in information processing, storage, dissemination, and distribution and became a key ingredient in bringing-up great changes in over all aspects of society. Further the advent of low cost computers and easy-to-use word processing software, computer based image processing technique paves a way for digitized information comprising textual to multimedia data consisting of text, image along with digitized voice and video. Thus, the information stored in libraries has taken a major shift from volume limiting paper to limitless multimedia digital form.

REVIEW OF LITERATURE

Haneefa K (2007)¹ presented the results of an investigation in the study “Use of ICT Based Resources and Services in Special Libraries in Kerala, India. The email service was used by the largest percentage of the users. WWW was being used by 60 per cent of the library users. A good no. of users were not satisfied with the application of ICT in the libraries and indicated ‘inadequate ICT infrastructure’ as their reason for dissatisfaction. Users proposed a variety of measures of formal orientation and training in ICT based resources and services. Rajput et al (2007)² surveyed the internet resources and services of the Institute of Engineering & Science, Indore (India) and the findings in the paper “Internet Resources and Services in Institute of Engineering & Science, IPS Academy Indore: An Exploratory Study”. A large number of users were dissatisfied with the infrastructure facilities available in IES, specifically in terms of hardware facilities. Dhanavandan (2012)³ describes the Use of Digital Library Resources by the engineering professionals in the engineering colleges at Cuddalore District, and investigates the current state-of-the art information through the digital library resources. The 33.7% of users feel that lack of information is the problems with access of digital library resources. The findings of this study would assist the internet browsers to improve their level.

OBJECTIVES OF THE STUDY

The main Objectives of the study are:

1. To determine the frequently used web based services by the faculty members of Engineering colleges in Namakkal District.

2. To identify the frequently used search engines and web browsers by the faculty member of Engineering colleges in Namakkal District.
3. To find out the most preferred format for downloading articles and storage medium among the faculty members of Engineering colleges in Namakkal District.
4. To study the purpose and benefit of accessing web based services among the faculty members of Engineering colleges in Namakkal District.
5. To determine the level of satisfaction among the faculty members of Engineering colleges in Namakkal District.

METHODOLOGY

Keeping in view the above objectives in mind, a structured questionnaire was prepared to collect data from the users of web based services in the Engineering colleges. Questionnaire contains various questions pertaining to the use of web based services. For this purpose a total of 1430 questionnaires were distributed among the faculty members of Engineering colleges. Out of 1430 questionnaires were distributed, 1259 valid questionnaire were collected and then data was analyzed, tabulated, interpreted and presented in form of this

paper. This constitutes 88.04 percent of the total response.

DATA ANALYSIS

Analysis of data is the ultimate step in research process. It is the link between raw data and significant results leading to conclusions. This process of analysis has to be result oriented.

Table 1: Designation wise Distribution of Respondents

S.No	Status	No. of Respondents	%
1	Associate Professor	824	65.45
2	Assistant Professor	435	34.55
Total		1259	100.00

Table 1 shows the designation wise distribution of respondents. The result reveals that out of a total of 1259 respondents, the Associate professor is 824 is number and comes to 65.45 percent whereas the population of Assistant professor is 435 and the percentage share comes to 34.55 percent.

Table 2: Designation wise Distribution of Respondents purpose of using Web based Services

Purpose	No. of Respondents				Total	%
	Associate Professor	%	Assistant Professor	%		
Study	368	53.88	315	46.12	683	54.25
Research	564	63.02	331	36.98	895	71.09
Publishing articles/ books	461	67.89	218	32.11	679	53.93
Keeping up-to-date information	718	73.87	254	26.13	972	77.20
Finding relevant information	601	75.60	194	24.40	795	63.15
Professional development	512	71.11	208	28.89	720	57.79
Entertainment	411	68.73	187	31.27	598	47.50
Chatting	101	51.01	97	48.99	198	15.73

Note: The percentage exceeded 100% because of multiple choice options.

The analysis of purpose of using web based services by the respondents presented in table 2. It is seen from the table that, 972 (77.20%) respondents using web based services for keeping up-to-date information, followed by 895(71.09%) respondents using web based services for their research purpose, 795 (63.15%) respondents using web based services for finding relevant information, 720 (57.19%)

respondents using web based services for their professional development, 683(54.25%) respondents using for their study purpose, 679 (53.93%) respondents using web based services for publishing articles/books, 598(47.50%) respondents using web based services for entertainment and 198(15.73%) respondents using web based services for chatting purpose.

Table 3: Designation wise Distribution of Respondents use of various web based Services

Web based Services	No. of Respondents				Total	%
	Associate Professor	%	Assistant Professor	%		
E-journals	802	66.61	402	33.39	1204	95.63
E-books	521	59.27	358	40.73	879	69.82
E-conference proceedings	438	54.14	371	45.86	809	64.26
E-Tutorials	351	54.08	298	45.92	649	51.55
E-Database	581	60.40	381	39.60	962	76.41
Open source literature	554	61.90	341	38.10	895	71.09
E-reference sources	528	58.28	378	41.72	906	71.96
Students and faculty generated contents	321	61.49	201	38.51	522	41.46
E-Thesis and Dissertation	451	68.33	209	31.67	660	52.42

Note: The percentage exceeded 100% because of multiple choice options.

Data presented in table 3 explains the designation wise distribution of respondents use of various web based services. It is absorbed from the table that 1204(95.63%) respondents use e-journals, followed by 962 (76.41%) respondents use e-databases, 906(71.96%) respondents use e-reference sources, 895(71.09%) respondents use open source literature,

879 (69.82%) respondents use e-books, 809 (64.26%) respondents use conference proceedings, 660 (52.42%) respondents use e-thesis and dissertation, 649(51.55%) respondents use e-tutorials and 522(41.46%) respondents use students and faculty generated contents.

Table 4: Designation wise Distribution of Respondents Preferred Search Engine

Search Engine	No .of Respondents				Total	%
	Associate Professor	%	Assistant Professor	%		
AltaVista	342	57.38	254	42.62	596	47.34
Bing	362	58.11	261	41.89	623	49.48
Excite	301	58.00	218	42.00	519	41.22
Google	783	66.13	401	33.87	1184	94.04
Info seek	274	60.09	182	39.91	456	36.22
Lycos	252	60.58	164	39.42	416	33.04
Yahoo	731	64.75	398	35.25	1129	89.67
MSN	240	56.07	188	43.93	428	34.00
Hot Bot	224	53.98	191	46.02	415	32.96
Galaxy	198	56.25	154	43.75	352	27.96

Note: The percentage exceeded 100% because of multiple choice options

Data presented in table 4 shows the designation wise distribution of respondents preferred search engine. It could be noted from the table, 1184(94.04%) respondents prefer 'Google' search engine for searching web based services, followed by 1129(89.67%) respondents prefer 'Yahoo' 623(49.48%) respondents

prefer 'Bing' 596(47.34%) respondents prefer 'Alta Vista', 456(36.22%) respondents prefer 'Info seek', 428(34.00%) respondents prefer 'MSN' 416(33.04%) respondents prefer 'Lycos', 415(32.96%) respondents prefer 'Hot Bot' and 352(27.96%) respondents prefer 'Galaxy' search engine for accessing web based services.

Table 5: Designation wise Distribution of Respondents of Preferred Web Browsers

Web Browser	No .of Respondents				Total	%
	Associate Professor	%	Assistant Professor	%		
Google Chrome	711	64.11	398	35.89	1109	88.09
Internet Explorer	768	67.47	405	34.53	1173	93.17
Mozilla fire fox	515	58.79	361	41.21	876	69.58
Netscape	432	55.89	341	44.11	773	61.40
Maxton	371	54.08	315	45.92	686	54.49
Opera	354	54.29	298	45.71	652	51.79
Safari	322	54.95	264	45.05	586	46.54
Silver light	301	54.73	249	45.27	550	43.69

Note: The percentage exceeded 100% because of multiple choice options

The analysis of designation wise distribution of respondents preferred web browsers presented in table 5. It is seen from the table that 1173(93.17%) respondents prefer 'Internet Explorer' web browser for browsing web based services, followed by 1109(88.09%) respondents prefer 'Google chrome' web browser, 876(69.58%) respondents prefer 'Mozilla Firefox' web browser,

773(61.40%) respondents prefer 'Netscape' web browser, 686(54.49%) respondents prefer 'Maxton' web browser, 652(51.79%) respondents prefer 'Opera' web browser, 586(46.54%) respondents prefer 'Safari' web browser and 550(43.69%) respondents prefer 'Silver light' web browser for browsing web based services.

Table 6: Designation wise Distribution of Respondents Preferred File Format

File Format	No. of Respondents				Total	%
	Associate Professor	%	Assistant Professor	%		
PDF	748	65.27	398	34.73	1146	91.02
HTML	515	60.87	331	39.13	846	67.20
MS-Word	727	65.61	381	34.39	1108	88.01
RTF	415	63.55	238	36.45	653	51.87
PPT	497	66.18	254	33.82	751	59.65
OCR	302	61.26	191	38.74	493	39.16
SGML	205	56.47	158	43.53	363	28.83
Post Script	231	58.93	161	41.07	392	31.14
Latex	198	58.41	141	41.59	339	26.93

Note: The percentage exceeded 100% because of multiple choice options

Table 6 shows the designation wise distribution of respondents preferred file format. It is absorbed from the table that about 1146(91.02%) respondents prefer 'PDF' file format for downloading web based services, 1108(88.015) respondents prefer 'MS word', 846(67.20%) respondents prefer 'HTML', 751(59.65%) respondents prefer 'PPT' file format,

653(51.87%) respondents prefer 'RTF' file format, 493(39.16%) respondents prefer 'OCR' 392(31.14%) respondents prefer 'Post Script', 363(28.83%) respondents prefer 'SGML' and 339(26.93%) respondents prefer 'Latex' file format for downloading vital services

Table 7: Designation wise Distribution of Respondents Preferred Storage Medium

Storage medium	No. of Respondents				Total	%
	Associate Professor	%	Assistant Professor	%		
Pen Drive	647	66.84	321	33.16	968	76.89
Compact Disk	501	62.47	301	37.53	802	63.70
DVD	421	58.55	298	41.45	719	57.11
Portable hard disk	415	62.31	251	37.69	666	52.90
Memory card	612	66.02	315	33.98	927	73.63
Blue Disk/Ray	310	75.98	98	24.02	408	32.41

Note: The percentage exceeded 100% because of multiple choice options

Data presented in table 7 shows the designation wise distribution of respondents preferred storage medium. It is seen from the table that 968(76.89%) respondents prefer 'Pendrive' as a storage medium for storing web based information, followed by, 927(73.63%) respondents prefer 'Memory card' as a storage medium, 802(63.70%) respondents prefer

'Compact Disk' as a storage medium, 719(57.11%) respondents prefer 'DVD' as a storage medium, 666(52.90%) respondents prefer 'Portable hard disk' as a storage medium and 408(32.41%) respondents prefer 'Blue Disk/ray' as a storage medium for storing web based services

Table 8: Designation wise Distribution of Respondents Benefit of use of web based Services

Benefit	No. of Respondents				Total	%
	Associate Professor	%	Assistant Professor	%		
Time saving	604	59.74	407	40.26	1011	80.30
Better source of information	598	60.04	398	39.96	996	79.11
Access to up-to-date information	622	59.64	421	40.36	1043	82.84
Information available in various formats as for the needs	581	60.84	374	39.16	955	75.85
Improvement in the quality of professional work	574	61.99	352	38.01	926	73.55
Easily portability web based services	558	60.59	363	39.41	921	73.15
24/7 access to web based services	610	59.51	415	40.49	1025	81.41

Note: The percentage exceeded 100% because of multiple choice options

The table 8 explains the designation wise distribution of respondent's benefit of use of web based services. It is seen from the table that 1043(82.84%) respondents benefited with access to up-to-date information, followed by 1025(81.41%) respondents benefited with 24/7 access to web based services, 1011(80.30%) respondents benefited with time saving, 996(79.11%) respondents benefited with

better source of information, 955(75.85%) respondents benefited with information available in various formats as per the need, 926(73.55%) respondents benefited with improvement in the quality of professional work and 921(73.15%) respondents benefited with easily portability of web based services.

Table 9: Designation wise Distribution of Respondents Satisfaction level of web based services

Level of Satisfaction	No. of Respondents				Total	%
	Associate Professor	%	Assistant Professor	%		
Highly satisfied	124	15.05	92	21.15	216	17.16
Satisfied	394	47.82	131	30.11	525	41.70
Somewhat satisfied	277	33.62	188	43.22	465	36.93

Dissatisfied	29	3.52	24	5.52	53	4.21
Total	824	100.00	435	100.00	1259	100.00

The table 9 shows the designation wise distribution of respondents satisfaction level of web based services. It is absorbed from the table that out of a total of 1259 respondents, 525(41.70%) respondents are satisfied, followed by 465(36.93%) respondents are somewhat satisfied, 216(17.16%) respondents are highly satisfied and 53(4.21%) respondents are dissatisfied.

CONCLUSION

The library environment has currently undergone drastic change in terms of collections and services. The proliferation of web based services has had a significant impact on the way the academic community uses, stores, and preserves information. The advantages of web based services have drawn attention of the library users to a great extent. Accordingly, these services have occupied a

significant place in the collection and budget of almost all libraries.

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