
Use of ICT Based Resources and Services among the Users of Arts and Science Colleges Affiliated to Manonmaniam Sundaranar University, Tirunelveli

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Abstract

This paper describes the use of ICT based resources and services by the faculty members research scholars and PG students. This study highlights the experience in using ICT based resources and services, place of access to ICT based resources and services, views on search engine used, the usefulness of ICT based resources and services and Hindrances faced while accessing the ICT based resources and services among the users of Arts and Science colleges.

Keywords

ICT based resources and services, Arts and Science colleges, E-resources.

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Introduction

In recent years, Information and Communication Technologies have been regarded to have a pervasive influence on the economy as well as other parts of society. The Information and Communication Technology is widely considered as the most important revolution humankind has experienced since the industrial revolution and the development of movable type printing techniques. A country's development depends on the extent of use, speed of access, and skill application of ICT systems. The utilization of Information and Communication Technology has become an indicator of the level of the nation's wealth. Countries, which do prepare for ICT but not use it, are likely to lose their global competitiveness.

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 study has been undertaken with the following objectives

- To study time spend on using ICT based resources and services among the users of Arts and Science Colleges in Tirunelveli District.
- To study the experience in using ICT based resources and services.
- To find out the place of access to ICT based resources and services.
- To identify the views on Search Engine used.
- To study usefulness of ICT based resources and services.
- To find out Hindrances Faced while accessing ICT based resources and services

Methodology

The relevant data are collected from the faculty members of the concerned colleges by employing mailed questionnaire method. A total of 1500 questionnaires were distributed to the Faculty members, Research scholars and PG students, 368 valid questionnaires were collected from the Faculty members, 179 questionnaires from research scholars and 785 questionnaires from the PG students. The response rate was 88.80%.

Table 1 Status wise Distribution of Questionnaires and Response received

Status	Questionnaire Distributed	Questionnaire received	%
Faculty members	400	368	92.00
Research Scholars	200	179	89.50
PG Students	900	785	87.22
Total	1500	1332	88.80

Table 1 shows that out of 400 questionnaires distributed to the Faculty members, 368 responses which accounts for 92 percent were received back.

Table 3 Status wise distribution of Respondent's Experience in using ICT based resources and services

Status	Less than One year	One year	Two Years	Three Years	More than Three Years	Total
Faculty members	13(3.53)	71(19.29)	122(33.15)	67(18.21)	95(25.82)	368
Research Scholars	20(11.17)	44(24.58)	71 (39.66)	30(16.76)	14(7.82)	179
PG Students	137(17.45)	198(25.22)	283(36.05)	89(11.34)	78(9.94)	785
Total	170(12.76)	313(23.50)	476(35.74)	186(13.96)	187(14.04)	1332

(Figures in parentheses denote percentage)

With regard to the response of Research scholars, 179 responses out of 200 questionnaires distributed were received back. The response of the Research scholars comes to 89.50 percent. As far as the response of the PG students is concerned, a total of 900 questionnaires were distributed. Out of which, 785 responses that amounts to 87.22 percent were received back. However, it was found that the response of Faculty members stands first sharing 92.00 percent followed by Research scholars and PG students whose share comes to 89.50 percent and 87.22 percent respectively.

Table 2 Status wise Distribution of Respondents Time spent on using ICT based resources and services

Status	<0.30hrs	1hrs	2hrs	>2hrs	Total
Faculty members	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

(Figures in parentheses denote percentage)

Data presented in table 2 indicates the status-wise distributions of respondent's time spent for using ICT based resources and services. It could be noted that out of the total 1332 respondents, 791(59.38%) respondent's 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.

Table 4 Status wise Distribution of Respondent's place of access to ICT based resources and services

Places of Access	Faculty members	%	Research Scholars	%	PG Students	%	Total	%
Personal Desktop	88	23.91	32	17.88	25	3.18	145	10.89
Library	142	8.59	102	56.98	430	54.78	674	50.6
Campus LAN	10	2.72	4	2.23	7	0.89	21	1.58
(Cybercafé etc)	128	34.78	41	22.91	323	41.15	492	36.94
	368	100	179	100	785	100	1332	

Table 5 Status wise Distribution of Respondent's views on Search Engine used

Status	Google	Excite	Info seek	Lycos	Alta vista	MSN	Yahoo	Ask.com	Total
Faculty Members	161(43.75)	13(3.53)	11(2.99)	9(2.45)	16(4.35)	21(5.71)	125(33.97)	12(3.26)	368
Research scholars	88(49.16)	7(3.91)	5(2.79)	4(2.23)	3(1.68)	7(3.91)	60(33.52)	5(2.79)	179
PG Students	403(51.34)	4(0.51)	6(0.76)	12(1.53)	9(1.15)	24(3.06)	321(40.89)	6(0.76)	785
Total	652(48.95)	24(1.80)	22(1.65)	25(1.88)	28(2.10)	52(3.90)	506(37.99)	23(1.73)	1332

(Figures in parentheses denote percentage)

Table 3 shows With regard to 785 PG students, 36.05 percent of them have been accessing ICT based resources and services for two years and 9.94 percent of respondents have been accessing ICT based resources and services for more than three years. Among 179 Research scholars, 39.66 percent of respondents have been accessing ICT based resources and services for two years and 7.82 percent of respondents have been accessing ICT based resources and services for more than three years. From the total number of 368 faculty members, 33.15 percent of respondents have been accessing ICT based resources and services for two years and 3.53 percent of respondents have been accessing ICT based resources and services for less than one year

Table 4 presents the result of place from where the respondents of Arts and Science colleges had access to ICT based resources and services. The result reveals that 142 (38.59%) faculty members accessed ICT based resources through library computer center; 34.78 percent of them accessed through commercially available internet café; 23.91percent of them had access through their personal desk tops and

2.72 percent of them could access through campus LAN. In the case of Research scholars, 56.98 percent of them accessed through library computer center; 22.91percent of them accessed through commercially available internet café; 17.88 percent of them had access through their personal desktop; and 2.23 percent of them could access through campus LAN. Out of 785 PG Students, 430(54.78%)PG students accessed through library computer centre; 323(41.15%)PG students accessed through commercially available internet café; 25(3.18%) had access through their personal desktop and 7(0.89%)PG students could access through campus LAN

The table 5, With regard to a785 PG students, 51.34 percent of them have used Google and 0.51 percent of them have used Excite search engine. Among 179 Research scholars, 49.16 percent of them have used Google search engine and 1.68 percent of them have used Alta vista search engine. Out of 368Faculty members, 43.75 percent of them have used Google search engine and 2.45 percent of them have used Lycos search engine.

Table 6 Status wise Distribution Respondent's regarding the usefulness of ICT based resources and services

status	Very Useful	Useful	Average	Not useful	Total
Faculty members	112(30.43)	230(62.50)	24(6.52)	2(0.54)	368
Research Scholars	52(29.05)	94(52.51)	32(17.88)	1(0.56)	179
P G Students	138(17.58)	577(73.50)	62(7.90)	8(1.02)	785
Total	302(22.67)	901(67.64)	118(8.86)	11(0.83)	1332

(Figures in parentheses denote percentage)

Table 7 Status wise Distribution of Hindrances Faced while accessing ICT based resources and services

Status	Slow access speed	Finding relevant information	Accessing Full Text	Read from Computer	Excess retrieved information	Limited access terminal	Others	Total
Faculty Members	82(22.28)	58(15.76)	90(24.46)	52(14.13)	43(11.68)	31(8.42)	12(3.26)	368
Research Scholars	57(31.84)	42(23.46)	28(15.64)	18(10.06)	11(6.15)	15(8.38)	8(4.47)	179
PG Students	234(29.81)	176(22.42)	148(18.85)	78(9.94)	51(6.50)	61(7.77)	37(4.71)	785
Total	373(28.00)	276(20.72)	266(19.97)	148(11.11)	105(7.88)	107(8.03)	57(4.28)	1332

(Figures in parentheses denote percentage)

Table 6 shows the status wise distribution of respondent's usefulness of ICT based resources and services. It is clear that out of 1332 respondents, 302(22.67%) respondents feel that it is very useful; 901(67.64%) respondents feel that it is useful; 118(8.86%) respondents feel that it is average and 11(0.83%) respondent were feel that not useful.

Table 7 shows, With regard to 785 PG students, 29.81 percent of them faced slow access speed and 4.71 percent of them faced other problems while accessing ICT based resources. Out of 179 Research scholars, 31.84 percent of them faced slow access speed and 4.47 percent of them faced other problem. Among the total number of 368 faculty members, 24.46 percent of them faced accessing full text and 3.26 percent of them faced other problem while accessing ICT based resources and services.

Findings

The following are the important findings of the study: It is found from the study that maximum number of respondents (59.38%) spends less than half an hour per day for accessing ICT based resources and services. It is evident from the table that 35.74 percent of respondents have been accessing ICT based resources and services for two years. It is clearly observed from the data that 50.60 percent of respondents accessed ICT based resources and services through Library. Google (48.95%) has got higher number of responses as the best search engine

for finding required information. It is evident from the data that 67.64 percent of respondents feel that it is useful. From the study, it is concluded that 373(28.00%) respondents have faced slow access speed is problems while accessing the ICT based resources and services.

Conclusion

The ICT based resources and services are now considered as most vital part of the library resources. The library professional should be always up to date to cope up with the study increase in information resources and services. It is also equally essential for the library users to transform themselves with adequate skill and efficiency to case ICT based resources and services.

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