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# **Information Seeking Behavior of Students in Them College of Engineering Boisar: A Survey**

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**Abstract:** *Information needs and information seeking behaviour are important aspects in information science. This study states the comparative study of information seeking behaviour of students in Them college of Engineering Boisar (M.S). The study adopted survey method for data collection, therefore the questionnaire method will be use to evaluate information seeking behaviour of students. In this study, data collected from 500 students by Structural questionnaires on their information seeking and requirements of the College, indicates that guidance in the use of library resources and services is necessary to help students to meet their information requirements.*

**Keywords:** *Information seeking behaviour, Information Need, Library Resources, Them College of Engineering Boisar.*

## **I. INTRODUCTION**

In primitive society the primary needs are foods, shelter and clothing. With the progress of society and civilization information play a vital role in social development, economy, education, defense, research and development, however the needs of human being is added air , water and information (Taneja 1991)<sup>1</sup>. In this information age information has become important factor of today social development. A social development depends on the standard of living of that particular society this depends on research work and research work is depends on available information in the country (Khan 1998)<sup>2</sup>.

## **II. REVIEW OF LITERATURE**

Kadli Jayadev and Kumbhar B.D (2011) presents a user study done at Lala Lajpatrai College of commerce and Economics Mahalaxmi Mumbai and the departmental studies in Library and information science at Karnatak University Dharwad on the behavior of people who are seeking information at libraries. It focuses on print media and electronic media and discusses' research finding which school the only a small percentage of general public refer to learn by reading (Kadli J. and Kumbhar B.D 2011)<sup>3</sup>.

Kumar K. & Tholkappian (2013) had made a research on Information seeking behaviour of library users in Women educational institutions library users in Vellore district, Tamil Nadu mentioned that the successful operation of any library depends to large extent on the choice of library collection. Information seeking behaviour is the human activities with respect to searching various sources, channels including use of that information (Kumar K & S. Tholkappian 2013)<sup>4</sup>.

Natarajan (2012) describes about electronic resources and their different types. The information seeking behavior of students, researchers and faculty in the e-environment is discussed. The role of library professionals in making the e-resources available to different types of user community is discussed in detail. It has been concluded that e-resources helps for anytime availability and easy to access, which helps for the researchers to carry out the research on time (Natarajan 2012)<sup>5</sup>.

Rupp-Serrano and Robbins (2013) explores the information-seeking behavior of academic education faculty from twenty large public research universities. The investigation includes an examination of how frequently education faculty seeks or access information, how they stay up-to-date on current developments in the field. The study highlights about electronic sources. The faculty emphasizes the importance of electronic access to scholarly journals and library databases and the continuing value of books, both print and electronic, for meeting the information and research needs (Rupp-Serrano and Robbins 2013)<sup>6</sup>.

Sarkhel and Khan (2014) conducted the study to determine the information seeking behavior and library use by faculty members at the Agricultural University in Bangladesh. The purpose of the study was to determine what their information requirements and their purpose of library services available for them in the library. The study collected data on the information requirements of faculty members. Data were gathered from 600 faculty members out of 905 through open and closed questionnaire (Sarkhel and Khan 2014)<sup>7</sup>.

Veena G. and Mallaiah T.Y (2015) opinion that information seeking behaviour of management students (MBA) and teaching staff in Sahyadri Engineering and Management College Library, Adyar, Mangalore. The study adopted a survey method, and data were

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collected using a questionnaire administered to 150 students and 120 staff randomly (Veena G. and Mallaiah T.Y 2015)<sup>8</sup>.

### III. CONCEPTS OF INFORMATION

The term 'Information' derived from 'formation' and 'forma' which means 'to give form to mind', 'instruct' to 'teach' (Wikipedia 2016)<sup>9</sup>. According to J.H Shera information is a fact. It is the stimulus we receive through our senses. It may be isolated facts or a whole cluster of facts but it is still a unit, it is a unit of thoughts. (Shera 1972)<sup>10</sup>. Whittemore and Yovits described the term information is data of value to decision making (Whittemore and Yovits 1973)<sup>11</sup>. According to Davis and Olson information is data that has been processed into a form that is meaningful to the recipient and is of real or perceived value in current or perspective action or decision.(Sarkhel & Khan 2014).

### IV. INFORMATION NEED

Information has become vital resource in the present day. With the advancement in research and development its need in an organized manner to be disseminated for further utility has become need of day.(Khan 1998).Information is the crucial need of users. Information is also an essential ingredient to participate in personnel and academic activities (Sarkhel & Khan 2014). Krikelas has defined it as the recognition of existence of uncertainty (Krikelas J 1983)<sup>12</sup>. According to Wilson T.D Information need is the individual concept of what information he or she need to satisfy a more basic need, that is to achieve a goal (Wilson T.D 1997)<sup>13</sup>.

### V. INFORMATION SEEKING BEHAVIOUR

Information Seeking Behaviour is the human activities with respect to searching, obtaining various sources, channels and use of information (Kumar and Tholkappian 2013). Information Seeking Behaviour refers to process of searching, locating, retrieving, identifying, using, evaluating and implementing information and to satisfy the information needs of users (Veena & Mallaiah 2015). Information Seeking Behaviour involves personal reasons for seeking information, the types of information which are being sought and the channels and sources with which needed information is being sought (Leckie & Others et.al 1996)<sup>14</sup>. Information Seeking Behaviour is area of active interest among librarian, information scientist communication scientist sociologist and psychologists. Information Seeking Behaviour results from the recognition of some need, perceived by the users, who as a consequence make demands upon for libraries, information center, online services to satisfy the perceived need (Wilson T.D 1997).

### VI. THEEM COLLEGE OF ENGINEERING BOISAR: AN OVERVIEW

Theem College of Engineering, Boisar is founded to educate and empower the youth who play a decisive role in shaping the destiny of nation. The college was established in the year 2009 with an objective to impart quality education to students in field of technology. The Institute is approved by AICTE New Delhi Recognized by Government of Maharashtra & DTE and affiliated to Mumbai University. Theem COE has emerged with an overall intake of 540 students in various streams viz EXTC, Electrical, Computer, IT, Mechanical, Civil & Automobile. This is achieved by conducting regular examinations, providing excellent infrastructure and above all (Theem COE 2016)<sup>15</sup>. Central Library occupies a place of pride in Theem College of Engineering and is an essential component of the institute's outstanding research and education mission. It is a most lively place on the campus providing a comfortable and friendly environment that enables learning and advancement of knowledge and promotes discovery and scholarship. The library has a huge collection of books on engineering, science and humanities (Theem Mirror 2016)<sup>16</sup>.

### VII. OBJECTIVES OF THE STUDY

A. *The Main Objectives of the Present Research Work will be as Under*

- 1) To Study the information seeking behavior of the students at Theem College of Engineering, Boisar
- 2) To find out the level of satisfaction of Students.
- 3) To determine the awareness of library resources & services by the students
- 4) To find out barriers faced by students in seeking information

### VIII. NEED OF THE STUDY

The study of Information Needs and Information Seeking Behaviour of technical Institute has been a significant area. The current objective of information era is rich, an explosion of information a many sources and services are used for seek information, it is impossible to imagine any university or institute or college functioning effectively without good library resources and services. However, this process alone cannot work without knowing the ways individuals coherent, seek, evaluate, select, and use the

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required information, which is known as information-seeking behavior. This study hopes to make a lion of contribution to this area of information seeking behavior. Lastly this study would also be useful for planning new strategies to serve this group of students in the best possible way. And also useful for improving the library services.

### IX. SCOPE AND LIMITATIONS OF THE STUDY

The study is confined to students of Theem College of Engineering Boisar to understand their information seeking behavior. The college environment is of a varied group of users like Teaching Faculty, nonteaching staff and Students, and in the storage of information seeking channel and instead of covering all the groups of users, only 500 Students have been taken for the research study. This is the limitation of the study. This is to cover mainly a fair proportion of students representing all the departments.

### X. METHODOLOGY

Research methodology turn around qualitative approach, the qualitative approach involves various methods like personal interview, questionnaire. Keeping in view the objective in mind, a questionnaire method is used for data collection from students of Theem college Of Engineering. In order to save time and ensure better response rate, the questionnaires were personally filled by students. The research population is considered a vital part of survey method. Questionnaires methods were used as data collection methods for this study. The present study is conducted on a sample of a total numbers of 500 questionnaires out of which 500 questionnaires were distributed. Out of which 424 filled questionnaires were received with the response rate being 84.8%.

### XI. ANALYSIS AND DISCUSSION

The data collected from the responses were analyzed to understand student's information-seeking behavior, information needs and the extent to which these needs have been fulfilled by the library system and its services.

#### A. Primary Purpose of Seeking Information

The primary purpose of seeking information has been analyzed as per below Table 1

Table 1 Primary Purpose of Seeking Information

| Purpose                           | Students |       |
|-----------------------------------|----------|-------|
|                                   | No       | %     |
| Academic                          | 112      | 26.41 |
| General Purpose                   | 76       | 17.92 |
| Project                           | 46       | 10.84 |
| Job and Placement                 | 64       | 15.11 |
| Higher Education                  | 74       | 17.46 |
| Workshop, seminar and conferences | 52       | 12.26 |
| Total                             | 424      | 100%  |

Table 1 showed that primary purpose of students visit library to seek information. It is seen that 26.41 % of students visit the library for academic purpose which is closely followed by general purpose 17.92 %. Secondly 17.46% of students are visiting the library for seeking information for pertaining a higher education and 15.11% for job and placement. 12.26% of students visit the library for seeking information for conference, seminar & workshop related information. And lastly 10.84% of students are visit the for project work.

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### B. Convenient Timings of Library

The following table showed that student's convenient time to seek information.

Table 2 Convenient Timings of Library

| Convenient Time | Number of Students | % of Users |
|-----------------|--------------------|------------|
| 9 to 11 am      | 98                 | 23.11      |
| 11 to 1pm       | 82                 | 19.34      |
| 1 to 3 pm       | 65                 | 15.33      |
| 3 to 6 pm       | 70                 | 16.51      |
| Holidays        | 60                 | 14.16      |
| During PL       | 49                 | 11.55      |
| Total           | 424                | 100        |

Table 2 indicates that convenient timings of student to seek information at the library. It is seen that 23.11% students convenient the 9 to 11 pm timing of library for to seek information. 19.34 % of students prefer 11 to 1pm, 16.51 % of them prefer 3 to 6 pm, 15.33 % of students prefer 1 to 3pm, 14.16 % prefer during holidays and 11.55 % of students prefer during convenient for them to seek information at library.

### C. Periodicity of Visits to Library

The periodicity of visit to library is analyzed based on the view of students as in below table 3

Table 3 Periodicity of Visits to Library

| Periodicity         | Number of Students | % of Users |
|---------------------|--------------------|------------|
| Daily               | 125                | 29.48      |
| Weekly              | 180                | 42.46      |
| Once in Fortnightly | 49                 | 11.56      |
| Once in Month       | 35                 | 8.25       |
| Once in Sem         | 22                 | 5.18       |
| Once in Year        | 13                 | 3.07       |
| Total               | 424                | 100        |

Table 3. Illustrates that periodicity of visits by the students at the library. It is known that more than 42.46 % of students visit library weekly. 29.48 % of students visit daily in library and 11.56 % of them visit once in fortnightly to library. While 8.25 % of students are visit once in month to library, 5.18 % of them visit once in semester. Lastly 3.07 % students are visit once in year.

### D. Information Sources used by Students

The below table indicate that preference of information source by students

Table 4 Information Sources used by students

| Sources                         | Number of Students | % of Users |
|---------------------------------|--------------------|------------|
| Books                           | 98                 | 23.11      |
| Reference books                 | 75                 | 17.69      |
| Technical Journals and magazine | 54                 | 12.75      |
| Project and reports             | 28                 | 6.6        |
| Back volumes                    | 17                 | 4          |
| News papers                     | 90                 | 21.23      |
| E-journals                      | 62                 | 14.62      |
| Total                           | 424                | 100        |

Table 4 analyzed that the type of sources, students uses of sources in their academic activity and general purposes. It is known that

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more than 23.11 % students are highly used books for seeking information. This is followed by newspapers (21.23%), reference books (17.69 %), E-journals (14.62%), technical journals and magazines (12.75%), project and reports (6.6%) and back volumes.

### E. Level of Satisfaction on the Collection of Sources of Information

Table 5 Level of satisfaction on the collection in library

| Resources         | Number of Students | % of Users |
|-------------------|--------------------|------------|
| Books             | 95                 | 22.4       |
| Journals Magazine | 65                 | 15.33      |
| Project Report    | 23                 | 5.42       |
| Back Volumes      | 19                 | 4.5        |
| News Papers       | 81                 | 19.1       |
| Question Bank     | 67                 | 15.8       |
| Online Resources  | 45                 | 10.61      |
| CDs, VCDs DVDs    | 29                 | 6.84       |
| Total             | 424                | 100        |

Table 5 deals with satisfaction level of students on the collection of various resources in library. It is shown that 22.4% of students are satisfied on books collection, newspapers (19.1%), question bank (15.8% ), Journals and magazines (15.33%) , online resources (10.61%) , CDs/DVDs/VCDs (6.84% ) , project reports are 5.42 % , and back volumes 4.5 % , are highly satisfied.

### F. Use of ICT Available in Library

Table 6 Use of ICT available in Library

| ICT Services    | Number of Students | % of Users |
|-----------------|--------------------|------------|
| Computers       | 111                | 26.18      |
| Internet        | 101                | 23.83      |
| E-journals      | 78                 | 18.39      |
| Digital library | 71                 | 16.74      |
| Av room         | 63                 | 14.86      |
| Total           | 424                | 100        |

Table 6 analyzed that use of ICT available in library. It is shown that 26.18% students are highly used computers for study, 23.83% of students are highly used internet, 18.39% used E-journals, 16.74% used digital library, 14.86 % of students used AV Room.

### G. Barriers that Affect Information Seeking Behaviour

The analysis of the opinion of the students that affect the information seeking behaviour is carried out.

Table 7 Barriers faced by students in Information Seeking Behaviour

| Barriers   | Frequency | Percentage |
|--|-----------|------------|
| Collection of Number book have to be increased                             | 23        | 5.42       |
| Language is a barrier for seeking information                              | 12        | 2.83       |
| Internet speed is slow   | 71        | 16.75      |
| Awareness on the availability and usage of scholarly journals.             | 64        | 15.1       |
| Availability of <i>Back Volumes</i> have to be familiarized among students | 54        | 12.73      |
| Collection of non book materials have to be increased                      | 56        | 13.2       |
| Lack of availability of computer terminals                                 | 36        | 8.5        |
| Library timing is not adequate   | 32        | 7.55       |
| Information scattered in too many sources                                  | 56        | 13.2       |
| Lack of technical support by library staff                                 | 20        | 4.72       |
| Total  | 424       | 100        |

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The above Table 7 shows the barriers that affect on information seeking behaviour of students. It is seen that 16.75% of Students are feel that Internet speed is slow in library 15.1% students need awareness on the availability and usage of scholarly journals. 13.2% of students are viewed that Collection of non book materials have to be increased and Information scattered in too many sources. It is viewed that 12.73% of students do not prefer Back Volumes for their academic purpose, 8.5% of students feel that lack of availability of computer terminals. 7.55% of students viewed library timing is not adequate, 5.42% of students suggest a collection of no book has to be increased, 4.72% of students feel that the library staff do not influence the students to frequently visit libraries through their attitude and are not helpful also lack of technical support by library staff. 2.83% of students are feel that language is a barrier to them while seeking information.

### XII. FINDINGS

A. *The Findings of the Research have been Presented Below*

- 1) The student's response rate being 84.8% about the questionnaire.
- 2) The respondents faced the top most of the problems are 'Internet speed is slow (16.75%)
- 3) The respondents faced the least bothered problems are 'Information scattered in too many sources' and Collection of non book materials have to be increased 13.2%.
- 4) The first top most problems faced by the students are 'awareness on the availability and usage of scholarly journals'.
- 5) Most of the students come to the library for their study purpose and to avail the study book facilities.
- 6) The frequency study reveals that, many students visit the library in week. It shows that the need for their study brings the student to the library regularly.
- 7) Uses of library services shows that, newspaper reading, book facility, magazine service are the most frequently used services.
- 8) Use of ICT shows that internet facility is mostly used services by the library. Due to unawareness about the various resources, students are unable to used e-books, e-journals and other e-resources.

### XIII. CONCLUSION

In this study 500 students were surveyed of Theem college of Engineering Boisar (M.S). This study investigates that 26.41% of students visit the library for academic purpose. The busy timetable of the students does not allow them to search the library resources widely; hence extended a time of library service may increase the use of the library. Also proper arrangement and maintenance of the collection, proper shelve guides; catalogs etc. will help the users in search information source thereby saving their valuable time. Most of the users point out that they do not find latest editions of documents. Technical Journals are the most important resources of the library which keeps the users abreast in their field of interest. It is also found that use the Internet strongly in library for education. Students are very good use of AV Room and Computers to seek information.

Some suggestions which have been received by the students are given here under with to improve our library services are as

- A. Need of awareness about access of e-resources should be available in library.
- B. Need of advance training and orientation programs on usage of information resources in library.
- C. In library handling of ICT, computers, network should be developed
- D. Need to proper book shelving and preservation,
- E. Need a rich collection of printed and electronic journals in both National and International level.
- F. Need Basic Methods and tools for searching information resources and facilities like OPAC, Internet, CD- ROM databases, electronic journals, audio/video materials.

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