Use of Electronic Resources by Academia of MBA Department, Pt. Ravishankar Shukla University, Raipur: A Study

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Abstract - Now a day mostly the good kind of library services requires application of newly emerging technologies. By the use of newly emerging technologies that belongs to information and communication technology, libraries can provide variety of services to their users. These newly emerged technologies have given its impact on library collections from traditional resources to E-resources. Now, it is duty of library professionals to acquire ICT skills to provide electronic resources through new ICT technologies in their Library. Library professionals are the driving force for successful implementation and use of e-resources in their libraries. The paper focuses on the use of electronic resources by the faculties, researcher, and master degree students of Management Department of Pt. Ravi Shankar Shukla University, Raipur, Chattisgarh. The study reveals that the users are very much aware about the electronic resources being provided by the library and the use is quite moderate. It can be improved by taking certain measures which are given in the paper.
Keywords: E-Resources, Use of e- Resources, Library Consortia, ICT awareness, Users perception, User study

I.INTRODUCTION

The use of Information Communication Technology (ICT) in library has completely changed the services and way of dissemination of information. Libraries have transformed into digital and virtual libraries where books, journals and magazines are in digital form. Now most of the university libraries are working towards providing the electronic resources to their users so that they can be greatly benefitted by the up-to-date information being available through the internet. Universities are now spending huge money for subscribing the e- resources. Pt Ravishakar Shukla University library has been selected to participate in the first phase of UGC-Infonet library consortium through which 7,500+ Online Journals of 25 world's leading and scholarly publishers can be accessed. Under this program, the library avails V-SAT connectivity, through campus LAN, for utilization of e-resources .The library has an e-resource center for accessing these resources as well the resources available free of cost on internet.

A.Department of Management

Pt. Ravishankar Shukla University is Chhattisgarh's largest and oldest institution of higher education, founded in 1964, and named after the first chief minister of erstwhile Madhya Pradesh. The University has a sprawling campus in the western part of the capital of Chhattisgarh, Raipur. The campus of University is spread in 207 acres of land. There are Twenty-Nine teaching departments in the University. Out of which six departments buildings have been constructed recently. A variety of self financed courses have been initiated in some departments. The total number of employees is 700, who provide the administrative support at different levels. The University plays a major role in the educational, cultural and economic life of the region (Source: http://www. prsu.ac.in:8010 /About PTRSU.aspx).

The Department of Management was established in as an UTD department and it is recognized by AICTE. The basic aim of the department is to provide professional education, training & research in the field of Management to meet the long standing needs of the young & talented students in the state of Chhattisgarh of the region in particular as well as states in the country .Department offer specialization in four functional areas such as Marketing, Finance, HRM, IT. (Source: www.prsu.ac.in:8010/Dpt_25.aspx?...25*)*

II.REVIEW OF LITERATURE

According to Bhat (2009), the E-Resources are very expensive. During 2008, the university has spent Rs 13 lakhs for IEE Explore subscription but the total downloads were only 39758 for the whole year, pushing the average cost per download to Rs 95 per article. He also emphasized that, one fact we should not ignore that what we pay is valid for one year and we are not entitled to this year's contents if we fail to renew our subscription for the next year. Besides, in the case of consortia model, which provide the electronic resources in comparatively less cost, we are forced to subscribe for bundles which contain large number of titles and many of them even we would never use.
Srinivas (2009) conducted a study on the NIT's of India and he concluded that most of the NIT's are giving their users to access of electronic resources though the number of the subscribed database varies. They all have electronic resources in the form of CD ROMS/DVDS and they have a good facility of accessing the resources in the library.

Thanuskodi (2010) conducted a study on the awareness and use of electronic resources among medical professionals and he concluded that medical professionals are quite well

aware about the resources and he suggested that a stress should be given for the formal and informal training for specifically searching electronic resources by the authorities.

Kapoor (2010) on a study of use of electronic resources at Guru Gobind Singh Indraprastha Library and concluded that the use of electronic resources are growing, but it is not effecting the use of print documents.

Elavazhagan and Udayakumar (2013) examined and and measured the extent use of e-resources by the faculty members and research scholars of BITS, Pilani - Hyderabad Campus" and find the e-resources are time saving, easy to use and handle, more informative, preferred, flexible and effective tools among the respondents.

Sivasubramaniyan and Sadik Batcha (2012) conducted a survey and found that the uses of e-resources are very common among the faculty members of Pondicherry University as well as to the faculty members who are in affiliated colleges. He also pointed out that majority of faculty members were dependent on e-resources to get desired and relevant information.

Kenchakkanavar (2014) conducted a survey to know the users approach towards e-resources and concluded that e-resources are preferably used by users. Users are preferred to use e-resources it solved storage problems, control the flood of information and helpful to ensure exhaustive and pinpointed information.

III.OBJECTIVE OF STUDY

The objectives of present study are:
1. To determine the level of awareness about the electronic resources among management users.
2. To identify their frequency of access to electronic information sources.
3. To identify the effects of electronic resources on their studies and research.
4. To identify the problems faced by the users while using electronic resources and suggesting measures for improvements.

IV.SCOPE OF THE STUDY

The present study aims to study about the awareness, uses pattern and challenges in using electronic resources by the users. The scope of present study is limited to the academia (faculties, research scholars and students) of the management department of Pt. Ravi Shankar Shukla University, Raipur, Chhattisgarh.

V.METHODS AND SAMPLE SIZE

For the current study, survey method is applied. A structure questionnaire was prepared and distributed to respondents to collect the primary data. Total 65 questionnaires were distributed among the academia of MBA, out of which five questionnaires were given to the faculties, ten questionnaires were given to the research scholar who are doing their PhD and M Phil from the department. Rest fifty is doing their Masters degree from the same department. Out of which we received total fifty-five questionnaires as indicated in table I.

TABLE I CLASSIFICATION OF RESPONDENTS

Category	Male	Female	Total
Teacher	4	1	5
Researcher	6	2	8
Student	25	17	42
Total	35	20	55

VI.ANALYSIS AND INTERPRETATION OF DATA

Based on the data collected through questionnaires, the following analysis are being done and the data's were interpreted to get some conclusion about the users view regarding the subject of study.

The analysis shows that all the faculties, researchers and most of the students (86%) of management department were well aware about the Electronic Resources being provided to them through the library and most of them are aware about the e-Resource section of the Library.

TABLE II AWARENESS ABOUT E-RESOURCES

Topic	Faculties		Researcher		Student	
	Yes	No	Yes	No	Yes	No
Access to E-resources	5(100%)	0	8(100%)	0	36(86%)	6(14%)
Separate E-Resource section	5(100%)	0	8(100%)	0	42(100%)	0

Table III shows the frequency of the users visit in the e-Resource Section of the library and resolve that the frequency of uses was not very high because most of the users access it 2-3 times in a month and few students use it only once in a month. The above analysis shows that the usage of e-resources is not very satisfactory. This problem may be improved by removing the barriers, if any between users and e-Resource Section.

TABLE III FREQUENCY OF USING E-RESOURCES

Academia	Everyday	2-3 times in a week	2-3 times in a month	Once in a month
Faculty	0	2(40%)	2(40%)	1(20%)
Researcher	0	5(63%)	3(37%)	0
Students	0	8(19%)	22(52%)	12(29%)

Table IV shows the method used by users about using the e-resources. The above analysis shows that most of the users take the help of their friends and colleagues, followed by the training given by the universities library. Due to their interest and inquisitiveness, few users learned it by themselves by using trial and error method.

TABLE IV METHODS OF LEARNING TO USE E-RESOURCES

Methods	Faculties	Researchers	Students
Training from university library	2(40%)	2(25%)	12(29%)
Guidance from colleagues and friends	2(40%)	4(50%)	23(55%)
Trial and error	1(20%)	2(25%)	7(16%)

Table V shows the problems of users usually they face during using e-resources. The study resolve 60% faculties, 63% researchers and 64% students feel that slow software and hardware was a problem, 40% faculties, 50% researchers & 10% students feel that that difficulty in finding relevant information was a problem during search however 40% faculties,38% researchers & 12% students face problem due to overload information on the net. 20% faculties, 38% researchers & 40% students having problems in handling with computers and finally 60% faculties, 50% researchers & 36% students respondents having problems of slow internet connectivity.

TABLE V TECHNICAL PROBLEMS ENCOUNTERED WHEN USING E-RESOURCES

Academia	Slow hardware and software	Difficulty in finding relevant information	Overload of information in net	Difficulty in handling computer	Slow Internet
Faculty	3(60%)	2(40%)	2(40%)	1(20%)	3(60%)
Researcher	5(63%)	4(50%)	3(38%)	3(38%)	4(50%)
Student	27(64%)	4(10%)	5(12)	17(40%)	15(36%)

Table VI shows the ways to browse information from the e-resources and it was resolved that 40% faculties, 38% researchers and 29% students search their information directly to type web address of information resources and 60% faculties, 75% researchers & 76% students search information through search engine while 40% faculties, 37% researchers and 36% students users subscribed e-resources of library.

TABLE: VI WAYS BROWSE INFORMATION FROM THE E-RESOURCES

Academia	Type web address directly	Use search engine	Use subscribed e-Resources
Faculty	2(40%)	3(60%)	2(40%)
Researcher	3(38%)	6(75%)	3(37%)
Student	12(29%)	32(76%)	15(36%)

Table VII & Figure-1 shows the level of satisfaction of MBA department library users and it resolves that 80% teachers and more than 60% Research Scholars & Students were satisfied with e-Resource Section. Thus it shows that maximum MBA Department users are satisfied with e-resources of Central Library of Pt. Ravishankar Shukla University, Raipur

TABLE VII SATISFACTION WITH E-RESOURCE SECTION

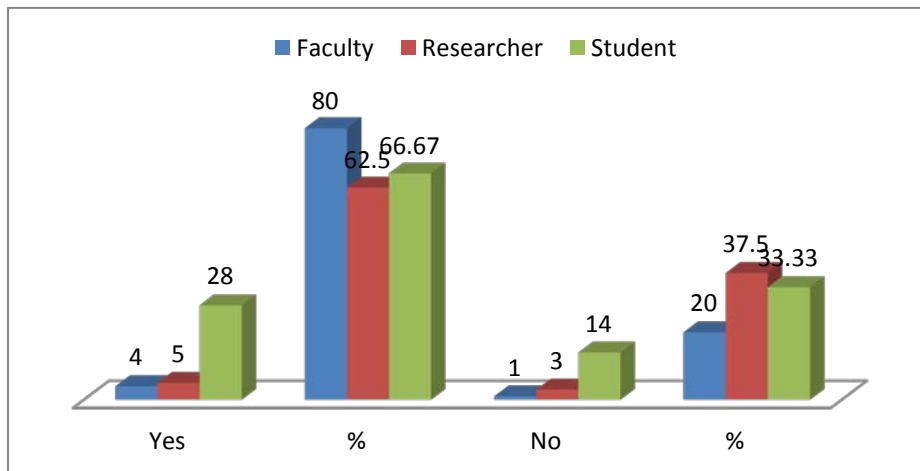| Academia	Yes	No
Faculty	4(80%)	1(20%)
Researcher	5(63)	3(37%)
Student	28(67%)	14(33%)

Fig.1 Satisfaction with e-resource section

When asked about their opinion about the electronic resources, most of the users say that although they are more comfortable with the print documents like books and journals but they also feel that electronic resources are very informative, update, accurate, easy to use and it save lots of time also. The users who regularly use the resources also agreed the effectiveness of the resources, as it gives them the access of information being published in the high impact journals which is highly useful for their research and studies

The respondents also highlighted some basic problems in user of e-resources like lack of good infrastructures and internet connectivity. The users also suggested that the timing of the e-resource section should also be increase so that they can use it in the evening when they are quite free from the classes. The users also pointed that t library does not have printing facility in their e-resource section and the users have to use pen drive to saving their searched data. This leads to computers being infected with virus which eventually creates problems in computer hardware & software of the section as well as user's personnel computers.

VII.CONCLUSION AND SUGGESTION

The above study concluded that the electronic resources are being used by the users to a certain extend which can be said satisfactory but still there are chances of its improvement because some users in all three categories are still not active users. Some effort may be taken to convert them to an active user. For the same the following measures can be taken.

1. A Good IT infrastructure is highly required because slow computer & internet speed can make frustrate a user which will ultimately affect the use of e- resources.
2. The resources should be available through Wi-Fi, which will definitely improve the use as the users don't need to be dependent on the computers of library as well as department.
3. Provision should be made to improve the access by giving the access the e- resources off campus also through user ID and password. It will help the users to access the e- resources from their home or anywhere if they have internet connectivity. This will definitely change the whole scenario of usage because users have more flexibility.
4. A helpline could be given to troubleshoot the problems related to the e-resources which should be handled by competent staff.
5. The most important think which is required is a library web site, which should have a FAQ section. It helps to solve the common problems faced by users during searching. The website should have an A-Z listing of all the e-journals being subscribed by the library and a link to access it directly from the website.
6. The website should give access to the OPAC through which all the electronic resources like e-Book, CD-ROM; DVD's will be searchable by the users. This will improve the awareness which will ultimately lead to the usage of the electronic resources.

7. Printing facility should be provided in the library for taking the hard copy of the electronic resources if required by the user.

8. A good training program may help uses in improving their access of electronic resources. Therefore Library should organize continuous awareness program for users after definite interval.

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