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Attitude of Users Towards E-Resources and Services in Engineering Colleges Affiliated to North Maharastra University

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***Abstract* – This paper deals with the use of e-resources by the students of engineering colleges affiliated to North Maharastra University, India. This paper gives user's opinion about the importance of computer literacy and use of e-resources. It describes existing IT infrastructure facilities of the college libraries and users opinion about the need of training programmes. This study also describes the problems faced towards accessing of e-resources by the engineering college students community.**

***Keywords:* E-resources, Computer Literacy, Training Program, Students Community, IT Infrastructure Facilities**

I. Introduction

The information world has changed with the emergence of the internet with the advent of internet, it is very easy and possible to access electronic information resources and there has been a revolutionary shift from print to electronic resources. The electronic resources are very attractive to users because of the convenience and speed. Due to information explosion and increasing the cost of the publication it is not at all possible to acquire all the information materials by a library which are demanded by the user community. But at the same time the success and failure of the library and information system dependent on its collection and services. Hence, it could be realized that the electronic information resources and services which are overcome the problem in the present situation. It is a fact that majority of the research findings and information published in electronic form especially in the field of Engineering and Technology. So it is necessary that engineering college libraries should periodically conduct user survey to assess the purpose, train needs, satisfaction and problems faced by the users while using electronic resources.

II. Objectives of The Study

In order to pursue this study, the following objectives are framed, in according with the scope of this investigation.

1. To find out district-wise respondents' level of opinion on importance of computer literacy in use of electronic resources in the engineering colleges affiliated to North Maharastra University.
2. To know district-wise respondents' frequency of use of web browser in the engineering colleges affiliated to North Maharastra University.
3. To study district-wise respondents' purpose of access to e-resources in the engineering colleges affiliated to North Maharastra University.
4. To assess district-wise respondents' opinion on satisfaction with existing IT infrastructure facilities in the engineering colleges affiliated to North Maharastra University.
5. To find out district-wise respondents' opinion on need more training for accessing e-resources in the engineering colleges affiliated to North Maharastra University.
6. To know district-wise respondents' opinion on user friendliness factors in accessing e-resources in the engineering colleges affiliated to North Maharastra University.
7. To identify district-wise respondents' constraints faced while accessing e-resources in the engineering colleges affiliated to North Maharastra University.

III. Methodology

There are 18 colleges located in three districts of North Maharastra University i.e., Jalgaon district, Dhule district and Nandurbar district. From every district two colleges were selected as sample and totally six colleges have been taken by the researcher for the present study. The researcher has employed a well structured questionnaire for collecting data from the respondents of the engineering colleges located in three districts. The questionnaires were designed to elicit use of e-resources by the student community of the sample engineering colleges in the North Maharastra University, Jalgaon.

IV. Limitation of The Study

1. This study is limited to only 6 engineering colleges affiliated to North Maharastra University.
2. In this study the primary data were collected only from the students of the sample engineering colleges affiliated to North Maharastra University.

V. Analysis and Interpretation

Table I shows that District-wise respondents' level of opinion on importance of computer literacy in use of electronic resources. Out of 737 respondents the highest number (72.59%) of the respondents belongs to Nundurbar District have strongly agreed the statement that computer literacy is important to use of electronic resources and it is followed by 146 (57.71) respondents from Jalgaon district.

Table I District-wise Respondents' Level of Opinion on Importance of Computer Literacy

S.No.	Level of Opinion	Jalgaon District	Dhule District	Nundurbar District	Total
1	Strongly disagree	-	-	-	-
2	Disagree	-	-	-	-
3	Neutral	38 (15.02)	23 (1022)	25 (09.65)	86 (11.67)
4	Agree	69 (27.27)	89 (39.56)	46 (17.76)	204 (27.68)
5	Strongly agree	146 (57.71)	113 (50.22)	188 (72.59)	447 (60.65)
	Total	253 (34.33)	225 (30.53)	259 (35.14)	737 (100.00)

Table II shows the district-wise respondent's frequency of use of web browser in engineering colleges affiliated to North Maharastra University. Out of 737 total respondents, the highest number of (57.78%) respondents from Nundurbar District used web browser frequently and it is followed by 128 (50.59%) respondents from Jalgaon district and 110 (48.89%) respondents from Dhule district.

Table II District-Wise Respondents' Frequency of Use of Web Browser

S.No.	Frequency of Use of Web Browser	Jalgaon District	Dhule District	Nundurbar District	Total
1	Never	-	-	-	-
2	Rarely	6 (02.37)	5 (02.22)	7 (03.11)	18 (2.44)
3	Sometimes	50 (19.76)	49 (21.78)	50 (22.22)	149 (20.22)
4	Frequently	128 (50.59)	110 (48.89)	130 (57.78)	368 (49.93)
5	Always	69 (27.27)	61 (27.11)	72 (27.80)	202 (27.41)
	Total	253 (34.33)	225 (30.53)	259 (35.14)	737 (100.00)

Table III District-Wise Respondents' Purpose of Access To E-Resources

S. No.	Purpose	Jalgaon District	Dhule District	Nundurbar District	Total
1	For study	178 (70.36)	172 (76.44)	178 (68.73)	528 (71.64)
2	For project work	143 (56.52)	132 (58.67)	155 (59.85)	430 (58.34)
3	For Seminar presentation	184 (72.73)	184 (81.78)	196 (75.68)	564 (76.53)
4	For Publishing journal articles	98 (38.74)	91 (40.44)	86 (33.20)	275 (37.31)
5	For Research work	24 (09.49)	20 (07.91)	31 (11.97)	75 (10.18)
6	For Teaching purpose	28 (11.07)	21 (09.33)	48 (18.53)	97 (13.16)
7	For communication	166 (65.61)	172 (76.44)	184 (71.04)	522 (70.83)
8	For my subject specialization	131 (51.79)	113 (50.22)	139 (5367)	383 (51.97)
9	For Updating subject knowledge and GK	198 (78.26)	205 (91.11)	201 (77.61)	604 (81.95)
10	For Career development	204 (82.21)	201 (89.33)	230 (88.80)	635 (86.16)

Table III shows the district-wise respondents' purpose of access to e-resources in engineering colleges affiliated to North Maharastra University. Out of 737 respondents the majority of respondents (86.16%) accessing e-resources for career development and it is followed by 604 (81.95%) respondents for updating subject knowledge and GK; 564 (73.56%) respondents using the e-resources for the purpose of seminar presentation and 528 (71.64) respondents using e-resources for study.

Table IV District-Wise Respondents' Opinion on Satisfaction With Existing It Infrastructure Facilities

S. No.	Satisfaction with Existing IT infrastructure	Jalgaon District	Dhule District	Nundurbar District	Total
1	Yes	214 (84.58)	201 (89.33)	232 (91.70)	647 (87.79)
2	No	39 (15.42)	24 (10.65)	27 (10.67)	90 (12.21)
Total		253 (34.33)	225 (30.52)	253 (34.33)	737 (100)

Table IV shows the district-wise respondents' opinion on satisfaction with existing IT infrastructure facilities in engineering colleges affiliated to North Maharastra University. Among the 737 total respondents, the majority of (91.70%) respondents belongs to Nundurbar District satisfied with existing IT infrastructure facility and it is followed by 214 (84.58%) respondents belongs to Jalgaon district satisfied with existing IT infrastructure facilities available in their college library.

Table V District-Wise Respondents' Opinion on Need More Training for Accessing E-Resources

S.No.	Training Programme Need	Jalgaon District	Dhule District	Nundurbar District	Total
1	Yes	102 (40.32)	98 (43.56)	137 (54.15)	337 (45.73)
2	No	151 (59.68)	127 (56.44)	122 (48.22)	400 (54.27)
Total		253 (34.33)	225 (30.53)	253 (34.33)	737 (100)

Table V shows the district-wise respondents' opinion on need more training for accessing e-resources in engineering colleges affiliated to North Maharastra University. Out of 737 total respondents, the majority (54.15%) of them demanded training programme to access e-resources and it is followed by 102 (40.32%) respondents demanded the same in the Jalgaon district.

Table VI District-Wise Respondents' Opinion on User Friendliness Factors in Accessing E-Resources

S.No.	User friendliness factors	Jalgaon District	Dhule District	Nundurbar District	Total
1	Less time in searching	168 (66.40)	151 (67.71)	182 (70.27)	501 (67.98)
2	Availability of the journal much before the print copy	198 (78.26)	173 (76.89)	201 (77.61)	572 (77.61)
3	Simultaneous usage	201 (79.45)	204 (90.67)	198 (76.45)	603 (81.82)
4	Easy accessibility	181 (71.54)	163 (72.44)	216 (83.40)	560 (75.98)
5	Downloading facility	218 (86.17)	202 (89.78)	224 (86.49)	644 (87.38)
6	Author contacted directly through e-mail	55 (21.74)	36 (16.00)	31 (11.97)	122 (16.55)

Table VI shows the District-wise respondents' opinion on user friendliness factors in accessing e-resources in engineering colleges affiliated to North Maharastra University. Out of 737 total respondents the majority of (70.27%) respondents belongs to Nandurbar District says 'less time in searching' is a reason for accessing e-resources, 198 (78.26%) respondents from Jalgaon district says that 'availability of the journal much before the print copy', the highest 204 (90.67%) of respondents from Dhule district says that 'Simultaneous usage'.

Table VII District-Wise Respondents' Constraints Faced While Accessing E-Resources

S.No.	Constraints	Jalgaon District	Dhule District	Nundurbar District	Total
1	Limited working hours	110 (43.48)	105 (46.67)	98 (37.84)	316 (42.88)
2	Frequent power failure	96 (37.94)	78 (34.67)	74 (28.57)	248 (33.65)
3	Problem on downloading article	81 (32.02)	96 (42.67)	86 (33.20)	263 (35.69)
4	Slow system speed and network capacity	171 (67.59)	129 (57.33)	136 (52.51)	436 (59.16)
5	Unawareness of the availability of the e-resources	55 (21.73)	61 (27.11)	68 (26.25)	184 (24.97)
6	Unawareness of the access mechanisms and	118 (66.64)	107 (47.56)	102 (39.38)	327 (44.37)
7	Lack of adequate access point	164 (64.82)	172 (76.44)	151 (58.30)	487 (66.08)
8	High cost to access	54 (21.34)	59 (26.22)	36 (13.90)	149 (20.22)
9	Lack of training programme to access and use the e-resources	161 (63.64)	121 (53.78)	132 (50.97)	414 (56.17)
10	Information scattered in too many sources	61 (24.11)	54 (0.24)	40 (15.44)	155 (21.03)
11	Irrelevant information	75 (29.64)	84 (37.33)	91 (35.14)	250 (33.92)
12	Lack of subject gate ways	71 (28.06)	70 (31.11)	59 (22.78)	200 (27.14)
13	Lack of printing facilities	16 (06.32)	22 (9.78)	16 (06.18)	54 (07.33)

Table VII shows the District- wise respondents' constraints faced while accessing e-resources in engineering colleges affiliated to North Maharastra University. Out of 737 respondents, 110 (43.48%) and 96 (37.94%) of them belongs to Jalgaon district faced the problem of 'limited working hours' and 'frequent power failure' respectively.

Among the respondents of Dhule district, 96 (42.67%) and 61 (27.11%) of the respondents faced the 'problem of downloading article' and 'unawareness of the availability of the e-resources' respectively.

More number of respondents belongs to Dhule district faced by the problem of 'slow system speed & network capacity' and 'unawareness of the accessing mechanism' compared to other district respondents.

VII. Conclusion

From the findings it could be realized that training programmes will help to promote use of these resources in optimum level among library users. It is also concluded that 'lack of adequate access point', 'slow speed of system', and 'lack of training programmes' are the major constraints faced by the respondents of the engineering colleges affiliates to North Maharastra University. Hence it is suggested that the authority of the colleges should solve the problem by providing needed services and infrastructure facilities to the student's community of the colleges.

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