

# Information Needs and Information Seeking Behavior of College Teachers in Morigaon District: A Case Study

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**Abstract** - This study explores Information needs and information seeking behavior of college teachers in Morigaon Districts. A total of 235 questionnaire were distributed to the teachers of all colleges, out of which 120 were returned six colleges in Morigaon District. This study reveals that majority of college teacher are research information before preparing the lecture. The study also revealed that in spite of having access to modern and up-to-date digital information sources, most respondents still preferred using printed materials. Nonetheless, CD-ROM was the most utilized IT based source. For the Internet-based information sources and applications, e-mail was the most popular while other applications were used infrequently. This study also found that majority of college teachers faced once or more constraints while collecting their information.

**Keyword:** Information needs, Information seeking behavior, College teachers, Libraries, Internet, and Morigaon.

## I. INTRODUCTION

Information is one of the several basic resources that are needed and utilized by human being for their development and prosperity. The exact nature of information is not easy to describe, perhaps the most explicit definition in the literature defines information as “recorded experience that is used in decision making”. (Apeji, E. A.; 1988)

The term information has been derived from two Latin Words “Formatio” and “Forma”. Both the term convey the same meaning of giving shape to something and of forming a pattern. Information was also Latin synonym for ‘News’. Information is hard to define and it continuous to be defined variously. In the context of information technology, information is increasingly viewed as a message. Because it is transmitted by the act or process of communication.

According to Fritz Machlup the difference between information and knowledge can be understood as follows.

1. Information is piecemeal, fragmented and particular while knowledge is structured, coherent and universal.
2. Information is timely, transitory, and perhaps even ephemeral whereas knowledge is of enduring significance.
3. Information is a flow of message while knowledge is a stock largely resulting from that flow.
4. Information is acquired by being told while knowledge is acquired by thinking.

## II. SOURCE OF INFORMATION

The generated information cannot just float about in air just as water is contained in a vessel, so too is information contained in different source or format. Information finds its way into the following types of source.

Primary source such as periodicals, research reports, conference proceedings, patents, standards, trade literature, theses etc.

Secondary sources such as – indexing and abstracting periodicals, reviews of progress, reference books (Encyclopedia, Dictionaries, Handbooks, Tables, Formularies etc.), Treaties, Monograph, Textbook etc.

Tertiary Sources such as year book and directories, bibliographies, guide to the literature, list of research in progress, guide to libraries and source of information, guide to organization etc.

## III. LITERATURE REVIEW

A literature review is a text of a scholarly paper, which includes the current knowledge including substantive findings, as well as theoretical and methodological contributions to a particular topic. Literature reviews use secondary sources, and do not report new or original experimental work. Also a literature review can be interpreted as a review of an abstract of an accomplishment. Gautam, (1991), investigated the information needs and information seeking behavior of physics and chemistry teacher of university and college of Guwalior as well as Chambal division and reported that to a large extent teacher were dependent on information sources provided by libraries for the fulfillment of their own information needs.

Sahoo & Ramesh (2011), studied the information needs and information seeking behavior of faculty members of ICFAI business school, Hyderabad. It was found that the respondent preferred books, journals, magazine, reference books and case studies to meet their needs. The study also viewed the importance of assistance from library professional for the maximum utilization of library resource and create awareness the faculty member to access the library resource available to them.

Khan & Shafique (2011), conducted a study based on the information need and seeking behavior of college faculty member at Bahawalpur. They used questionnaire survey and the respondent include teachers, principal, Vice Principal working in the selected colleges. It was mentioned that 93.33 % of the respondents mostly seek information for preparing lecture, improvement from their institutional library. Among the different website available, google is the most frequently used website for searching information and update their info related with their specific subject.

Aforo & Lampty (2012), surveyed the information need and information seeking behavior of law lecture in Kwane Krumah University, Out of the total number of 16 lectures 11 (68.8 %) were males and 5 (31.2%) females, whose feedback was used in this study. The primary purpose for seeking information by the lectures was to obtain the background reading (62.57 %) and update knowledge in their field of specialization (56.3%). Only 12.5% were gathering information's for lectures and references for students as a primary purpose for seeking information. Most of the lectures preferred electronic resource to printed materials.

Sujatha (2014), investigates the print and electronic information seeking behavior of Kakatiya University teachers. The objective of the study was to get the information on the kind of information seeking, purpose of seeking and use of information technology by the users. Out of the numbers 80 faculty members only 67 responded to questionnaires distributed to them. Nearly 92.5% of the respondents were seeking information for preparing their class works. The problem faced by respondent while seeking information was lack of time (43.2 %) followed by the vast information's. This study suggested the users to acquire information's from printed & electronic journals and further suggest that advance training for users at different levels must be started.

#### **A. About the Area**

Morigaon district is an administrative district in the state of Assam in India. The district headquarters are located at Morigaon. The district occupies an area of 1,550 km<sup>2</sup> and has a population of 957,853 (as of 2011) of which males and females are 485,328 and 472,525 respectively.

The ancient place of occult Mayang is located in this district as well as Pobitora Wildlife Sanctuary.

#### **IV. OBJECTIVE OF THE STUDY**

The Library and information science is meant to satisfy the information need of users and specializing in different discipline. With a view to fulfilling information need of the user, the present study is conducted with the followings objectives.

1. To identify the various information sources used by teachers for seeking information.
2. To assess the exact nature and purpose of information need of college teachers.
3. To identify the dependence on various information source available to teachers.
4. To find out the purpose of using internet.
5. To ascertain the various information channels used by college teachers.
6. To suggest improvement over existing system.

#### **V. METHODOLOGY**

There are number methods that can be used in studying the user's information. In the prevailing situation "Questionnaire Method" has adopted as it was demand appropriate generalizable information. These are also constructed on the basis of the objective of present study. All the data was tabulated and analyzed with help of SPSS software and M.S. Excel.

##### **A. Population of the Study**

In the present study, the investigation attempts to understand the information needs and information seeking behavior of college teachers in Morigaon. For this matter six provincialized colleges has been selected for the study out of the thirteen colleges present in Morigaon. Care has been taken for even representation from different discipline & offered by the following colleges:-

1. Morigaon College
2. Jagiroad College
3. Ghanakanta Baruah College
4. Mayang Anchalik College
5. Moirabari College
6. Charaibahi College

##### **B. Collection of Data**

A total of 235 questionnaire were distributed to the teachers of the selected colleges, out of which 120 were returned from selected six colleges in Morigaon. The following table 1 indicates the total number of questionnaire distributed.

TABLE 1 NUMBER OF RESPONDENTS

S. No.	Colleges	No. of Questionnaires	No. of Respondent
1	Morigaon College	60	30
2	Jagiroad College	74	30
3	Ghanakanta Baruah College	31	13
4	Mayang Anchalik College	23	15
5	Moirabari College	23	17
6	Charaibahi College	24	15

## VI. DATA ANALYSIS

Data analysis is a process for obtaining raw data and converting it into information useful for decision-making. Data is collected and analyzed to answer research questions, test hypotheses or disprove theories. For the present study, questionnaire were distributed out of the total of 235 questionnaire only 120 were returned. The percentage of collected questionnaire was 51.06%.

For ascertaining the purpose of the information search by the teachers four preferences are given in the Questionnaire and the respondent were asked to rank them according to their preference. The data so collected is analyzed and interpreted in this Table.

TABLE 2 ANALYSIS AND INTERPRETED

Colleges	Factors			
	Supplement teaching (%)	Research Guidance (%)	Under taken research (%)	Writing an article or book (%)
Morigaon College	12.5	2.5	4.2	5.8
Jagiroad College	10.8	4.2	5.0	5.0
Mayang A. College	5.8	.8	2.5	3.3
G. K. B. College	6.7	.8	.8	2.5
Choraibahi College	6.7	1.7	1.7	2.5
Moirabari College	7.5	.8	2.5	3.3
Total	50.0%	10.8%	16.7%	22.5%

From the above Table 2 it is seen that 50% of the college teacher search information mainly to supplement teaching, which is followed by writing an articles (22.5%), research

guidance with (10.8%) and undertaken research with (16.7%) respectively.

TABLE 3 START SEARCH/ RESEARCH INFORMATION BY RESPONDENTS:

Colleges	Factors			
	Before preparing the lectures (%)	Before starting the projects (%)	During the projects (%)	While writing articles (%)
Morigaon College	14.2	2.5	2.5	5.8
Jagiroad College	10.8	3.3	2.5	8.3
Mayang A. College	7.5	.8	.8	3.3
G. K. B. College	5.8	0	.8	4.2
Choraibahi College	7.5	0	0	5.0
Moirabari College	9.2	0	0	5.0
Total	55	6.7	6.7	31.7

From the above table 3 it is seen that majority or 50% of the college teachers search/ research information maximum for preparing their lectures. While some or 31.7 % of the

teachers search information for writing article, the rest or 6.7 % each search for information before starting the projects or during the project.

TABLE 4 FREQUENTLY USE SOURCE BY RESPONDENTS

Colleges	Book (%)		Abstract (%)		Newspaper (%)	
	Yes	No	Yes	No	Yes	No
Morigaon College	23.3	1.7	5.0	20.0	14.2	10.8
Jagiroad College	24.2	.8	4.2	20.8	13.3	11.7
Mayang A. College	12.5	0	2.5	10.0	10.8	1.7
G. K. B. College	10.8	0	.8	10.0	10.8	0
Choraibai College	12.5	0	.8	11.7	9.2	3.3
Moirabari College	14.2	0	1.7	12.5	14.2	0
Total	97.5	2.5	15	85	72.5	27.5

Colleges	Research Report (%)		Mass Media (%)		Journal/ Periodicals (%)	
	Yes	No	Yes	No	Yes	No
Morigaon College	9.2	15.8	3.3	21.7	17.6	7.6
Jagiroad College	14.2	10.8	10.8	14.2	19.3	5.0
Mayang A. College	5.8	6.7	7.5	5.0	12.6	0.0
G. K. B. College	5.0	5.8	9.2	1.7	6.7	4.2
Choraibai College	6.7	5.8	8.3	4.2	10.1	2.5
Moirabari College	8.3	5.8	10.8	3.3	12.6	1.7
Total	49.2	50.8	50	50	79	21

Colleges	Govt. Publication (%)		Encyclopedia (%)		Survey Reports (%)		Any others (%)	
	Yes	No	Yes	No	Yes	No	Yes	No
Morigaon College	7.6	17.6	8.3	16.7	4.2	20.8	3.3	21.7
Jagiroad College	9.2	15.1	8.3	16.7	9.2	15.8	1.7	23.3
Mayang A. College	3.4	9.2	5.0	7.5	4.2	8.3	0	12.5
G. K. B. College	5.9	5.0	3.3	7.5	0	10.8	0	10.8
Choraibai College	3.4	9.2	4.2	8.3	1.7	10.8	0	12.5
Moirabari College	1.7	12.6	0	14.2	2.5	11.7	2.5	11.7
Total	31.1	68.9	29.2	70.8	21.7	78.3	7.5	92.5

From this table 4 it is seen that majority of the college teachers i.e. 97.5% uses books most frequently, 79% college teachers' uses journal and periodical frequently & 72.5% college teachers read newspaper. It also shows that 50% teacher's uses mass media as an information source, 49.2% college teachers uses research reports. 31.1% teacher's uses Govt. Publication as an information source and 29.2% of the

teachers uses encyclopedia and 21.7% college teacher's uses survey report & 15% teacher's uses abstract for collecting information. Thus from the above table it is seen the maximum of the teachers uses books and journals as an information source. Some of the teachers were not aware about abstracts and encyclopedia.

TABLE 5 USES OF INTERNET BY RESPONDENT

Colleges	Factors			
	Preparation for Class Lecture (%)	Online Reading (%)	Email/ Chatting (%)	Any Others (%)
Morigaon College	12.1	8.6	3.4	0
Jagiroad College	9.5	8.6	6.9	0
Mayang A. College	5.2	3.4	3.4	0
G. K. B. College	3.4	4.3	.9	2.6
Choraibai College	5.2	6.0	1.7	0
Moirabari College	4.3	6.0	4.3	
Total	39.7	37.1	20.7	2.6

From this table 8.4 it is revealed that out of 120 teachers only 116 teachers responded. All 116 teachers used the internet for their various need such as some of them (39.7%), uses the internet for preparing their lectures,

37.1% for online reading, 20.7 % of them email / chatting, while only few (2.6 %) used it are using internet for online shopping and social networking websites.

TABLE 6 LIBRARY SERVICES USED BY RESPONDENTS

Colleges	To loan of Book (%)		Reference Service (%)		Bibliography Service (%)	
	Yes	No	Yes	No	Yes	No
Morigaon College	16.7	8.3	12.5	12.5	3.3	21.7
Jagiroad College	20.0	5.0	15.8	9.2	2.5	22.5
Mayang A. College	11.7	.8	5.0	7.5	3.3	9.2
G. K. B. College	6.7	4.2	5.8	5.0	0	10.8
Choraibahi College	7.5	5.0	5.8	6.7	1.7	10.8
Moirabari College	14.2	0	3.3	10.8	0	14.2
Total	76.7	23.3	48.3	51.7	10.8	89.2

Colleges	CAS Service (%)		SDI Service (%)	
	Yes	No	Yes	No
Morigaon College	10.8	14.2	2.5	22.5
Jagiroad College	10.0	15.0	1.7	23.3
Mayang A. College	5.8	6.7	1.7	10.8
G. K. B. College	5.8	5.0	0	10.8
Choraibahi College	10.0	2.5	1.7	10.8
Moirabari College	11.7	2.5	0	14.2
Total	54.2	45.8	7.5	92.5

From this table 6 it is observed that majority of (76.7%) of teachers uses books on loan from library, 48% of college teachers uses reference service from library and only 54.2% of teachers uses current awareness service from the library. It is also revealed that 92.5% teacher do not use selective dissemination service that means they do not have any knowledge about SDI and 89.2% of teachers do not use bibliographic service from the Library.

The teachers faces some barriers while collecting information from the library have been asked further to indicate their views/ problems on two point scales used in the questionnaire to ascertain the extent of barriers. Data thus collected are analyzed and presented in the following Table 7.

Colleges	Inability & Unwillingness (%)		Non- Cooperative attitude (%)		Shortage of resource (%)	
	Less than 50%	Above 50%	Less than 50%	Above 50%	Less than 50%	Above 50%
Morigaon College	24.1	1.9	20.4	2.0	12.1	6.9
Jagiroad College	16.7	9.3	22.4	8.2	24.1	8.6
Mayang A. College	3.7	5.6	8.2	4.1	8.6	3.4
G. K. B. College	11.1	5.6	6.1	4.1	6.9	8.6
Choraibahi College	3.7	5.6	4.1	6.1	3.4	5.2
Moirabari College	9.3	3.7	12.2	2.0	10.3	1.7
Total	68.5	31.5	73.5	26.5	65.5	34.5

Colleges	Govt. Restriction (%)		Non- availability Library Materials (%)		Non-availability of information (%)	
	Less than 50%	Above 50%	Less than 50%	Above 50%	Less than 50%	Above 50%
Morigaon College	15.7	7.8	15.4	5.8	10.9	9.1
Jagiroad College	19.6	7.8	17.3	11.5	18.2	12.7
Mayang A. College	7.8	3.9	7.7	3.8	12.7	3.6
G. K. B. College	7.8	3.9	9.6	3.8	3.6	5.5
Choraibahi College	3.9	5.9	1.9	5.8	1.8	7.3
Moirabari College	9.8	5.9	7.7	9.6	5.5	9.1
Totals	64.7	35.3	59.6	40.4	52.7	47.3

Colleges	Lack of Manpower (%)		Lack of time (%)		Lack of access to library materials (%)	
	Less than 50%	Above 50%	Less than 50%	Above 50%	Less than 50%	Above 50%
Morigaon College	15.5	3.4	16.1	5.4	10.4	6.3
Jagiroad College	22.4	6.9	21.4	8.9	16.7	10.4
Mayang A. College	12.1	3.4	5.4	3.6	10.4	4.2
G. K. B. College	8.6	3.4	8.9	5.4	4.2	10.4
Choraibahi College	5.2	3.4	5.4	3.6	6.3	4.2
Moirabari College	8.6	6.9	8.9	7.1	10.4	6.3
Totals	72.4	27.6	66.1	33.9	58.3	41.7

Colleges	Information of scattering (%)		Lack of abstract (%)		Any others (%)	
	Less than 50%	Above 50%	Less than 50%	Above 50%	Less than 50%	Above 50%
Morigaon College	12.5	6.3	13.7	5.9	11.4	5.7
Jagiroad College	22.9	10.4	17.6	7.8	25.7	5.7
Mayang A. College	6.3	4.2	11.8	5.9	5.7	5.7
G. K. B. College	4.2	6.3	9.8	3.9	5.7	8.6
Choraibahi College	6.3	4.2	3.9	5.9	5.7	5.7
Moirabari College	10.4	6.3	9.8	3.9	14.3	0
Totals	62.5	37.5	66.7	33.3	68.6	31.4

From this Table 8.6 reveals that majority (73.5%) of the college teachers experienced non-cooperation attitude of the library staff; while some (68.55%) respondents complained of inability & unwillingness uses of library staff to assist them while searching for information; other barriers included lack of manpower (72.4%).

## VII.FINDINGS

The present study was an attempt to find out the information needs and information seeking behavior of college teachers in Morigaon district. Distributing among all 235 college teachers of the six selected colleges.

It was found that majority of the college teacher feel that their main purpose of information search is mostly to keep themselves up to date and to supplement teaching so that

they can impact more knowledge to their students while some of the teachers visit the library for reading purpose only.

The present study also reveals that majority of college teachers are research information mainly before preparing the lecture. Some teachers also feel the need for information while writing articles. The study also reveals that majority of the college teachers sometimes feel that discussion with expert also help them in contributing and gaining more knowledge.

The finding further reveals that most of the teachers depend largely on books and also to a certain extent on journals newspaper, as source of information.

The further study reveals that majority college teachers use internet for preparation of class/ lecture which is very helpful in dealing with current & complicated issue/ topics.

Majority of college teachers faced once or more constraints while collecting their information. Lack of resources is the only highly significant barrier experienced by them. Inability or unwillingness and non-cooperative attitude of library staff to a certain extent also hinders information seeking.

### VIII. SUGGESTIONS

The following suggestions are made here so that the existing college libraries in Morigaon District could be improved upon its resources and services so far as information is concerned.

1. The libraries should build a strong collection including and variety of research literature, journals, books, etc. and more copies of those which are available so that the library users will be in a position to consult and retain books for a longer period of time.
2. Government documents, micro film, abstracting journals are consistently assigned as the most important sources of information. Those source of information should be provided in the college libraries so as to satisfy the ever growing and complex needs of incessantly inquisitive faculty members,
3. The application of computer is also the need of the hour. The processing, package and delivery of information should be the preoccupation of the libraries so as to satisfy the need of the teachers.
4. Lists of newly purchased books and other non-book materials should be displayed and calculated to the teachers concerned by the library staffs for optimum utilization.
5. It is discovered that there is the need to engage the services of skilled manpower and equipment that can aid the college library users in the complex process of information.
6. The maintenance of books, journals and other non-book materials, should be accorded a high degree of importance. Classification and cataloguing of books should be carried out in all academics libraries.

### IX. CONCLUSION

The findings of the analysis revealed that teachers seek information through various information channels and information source. It was found that a college library can play a very important role in helping the teachers satisfy their need. Basically a teacher may expect adequate, efficient and courteous service in a college library. Because of the large number of user it would not be possible to provide personnel service to the same extent as being done in some of the special libraries. College libraries being regarded as the heart on an academic institution plays a vital

role in supporting academic achievement of the students in general.

Therefore, good collection development should be the top most priority institution in order to achieve their academics objectives. Further, to enhance quality services, they should also recruit qualified library staff having good knowledge, skill and activities for better performance in their job.

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